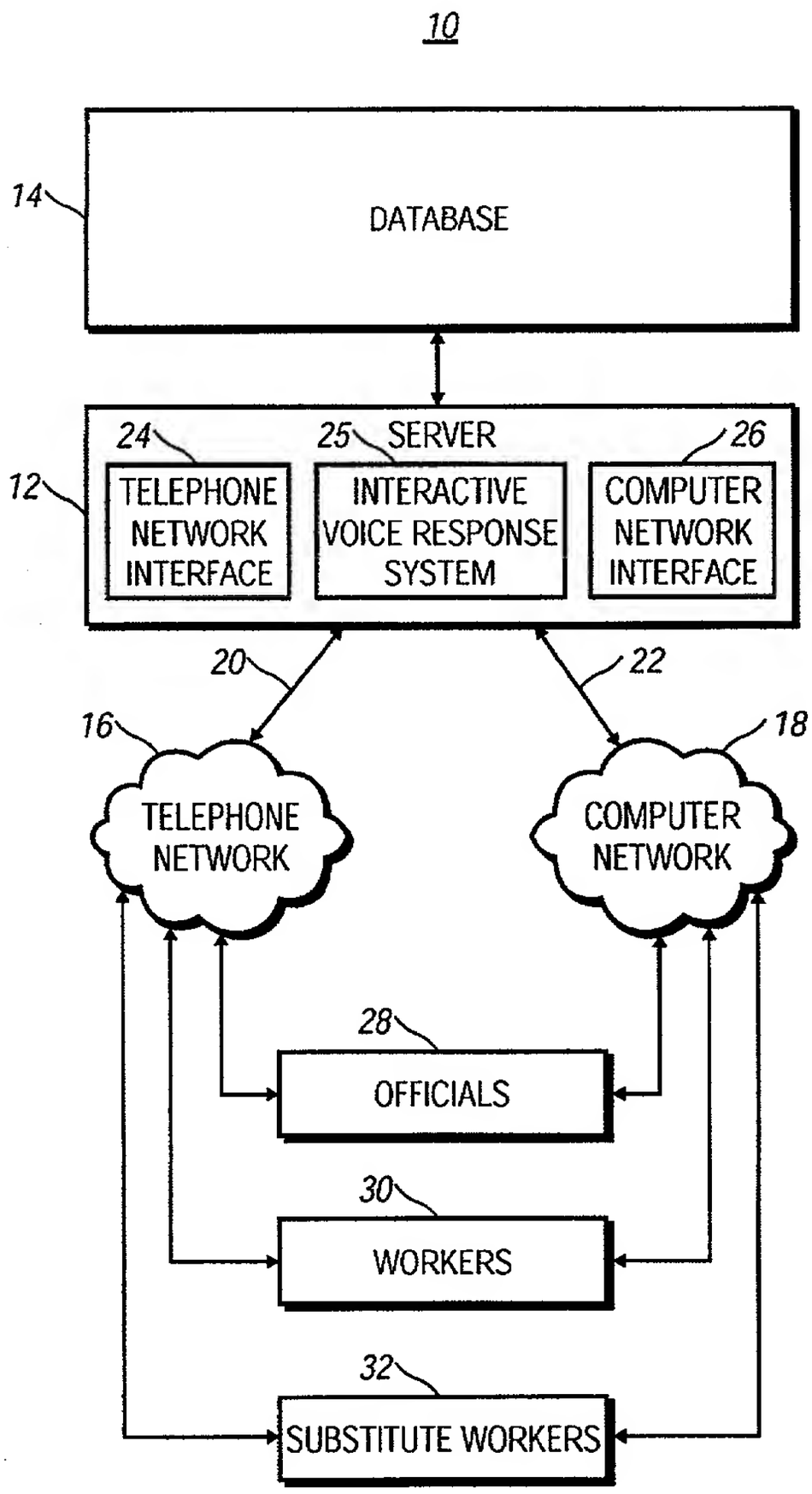

FIG. 1A

Electronic Patent Application Fee Transmittal

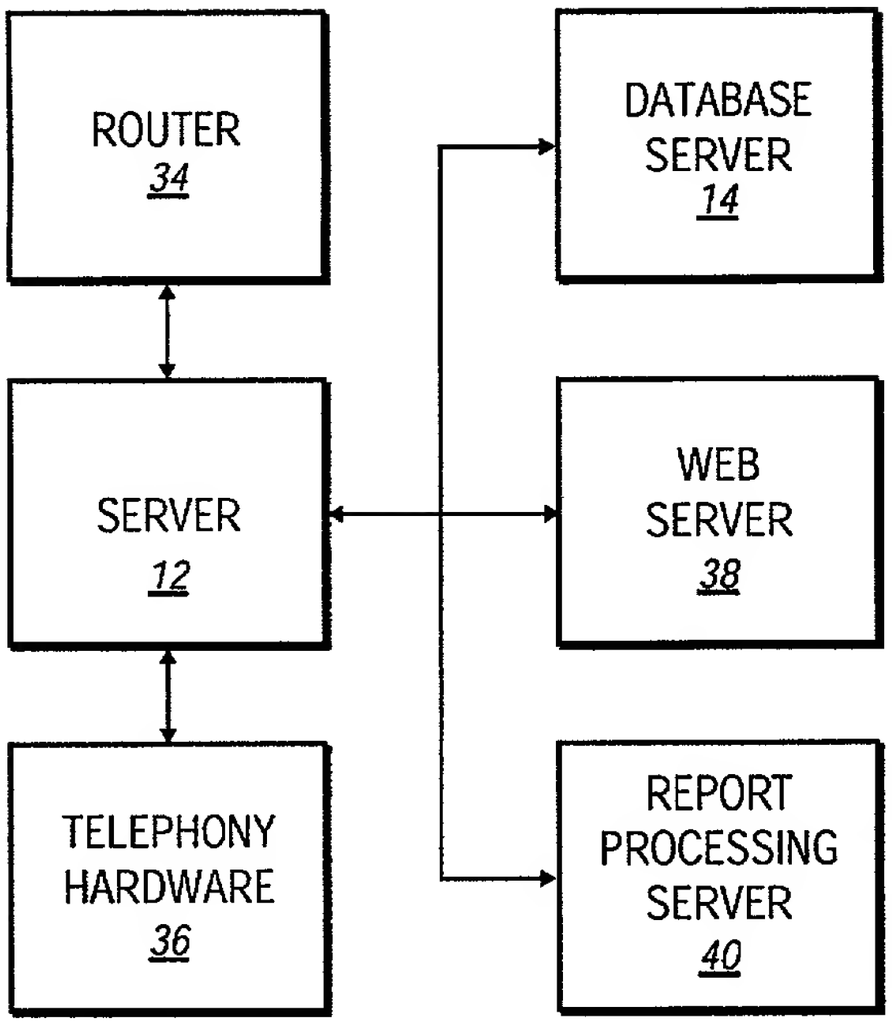

FIG. 1B

Document 5 of 70 - Page 42 of 70

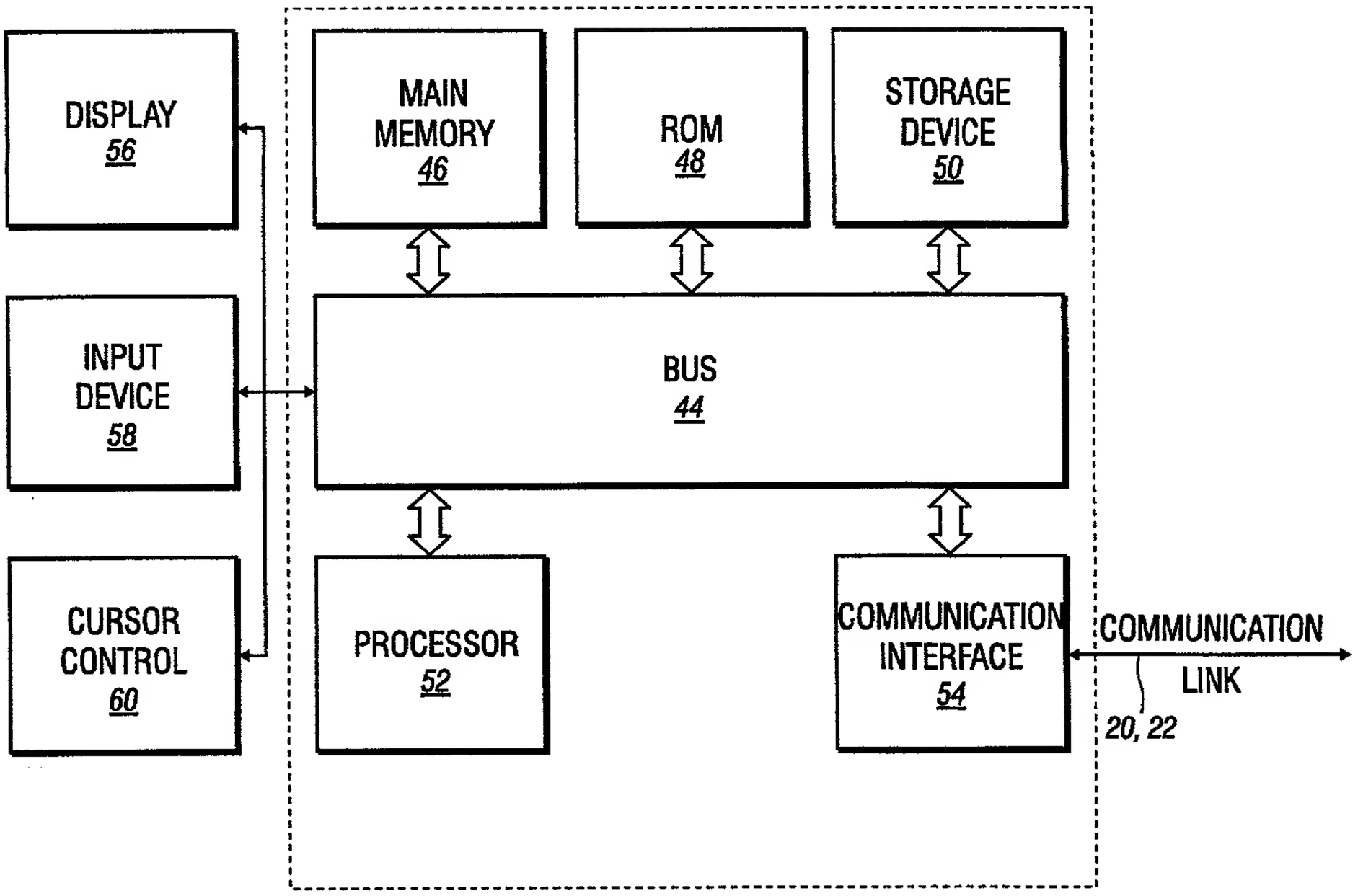

FIG. 1C

Electronic Acknowledgement Receipt EFS ID: 2535000 Application Number: 09683093 International Application Number: Confirmation Number: 1000 Title of Invention: Method and apparatus for providing a virtual private network service First Named Inventor/Applicant Name: Ramesh Mishra Customer Number: 22862 Filer: Ramesh Mishra/Jennifer Mishra Filer Authorized By: Ramesh Mishra Attorney Docket Number: 50325-0805 Receipt Date: 29-JAN-2002 Filing Type: NEW Utility Application in Publication

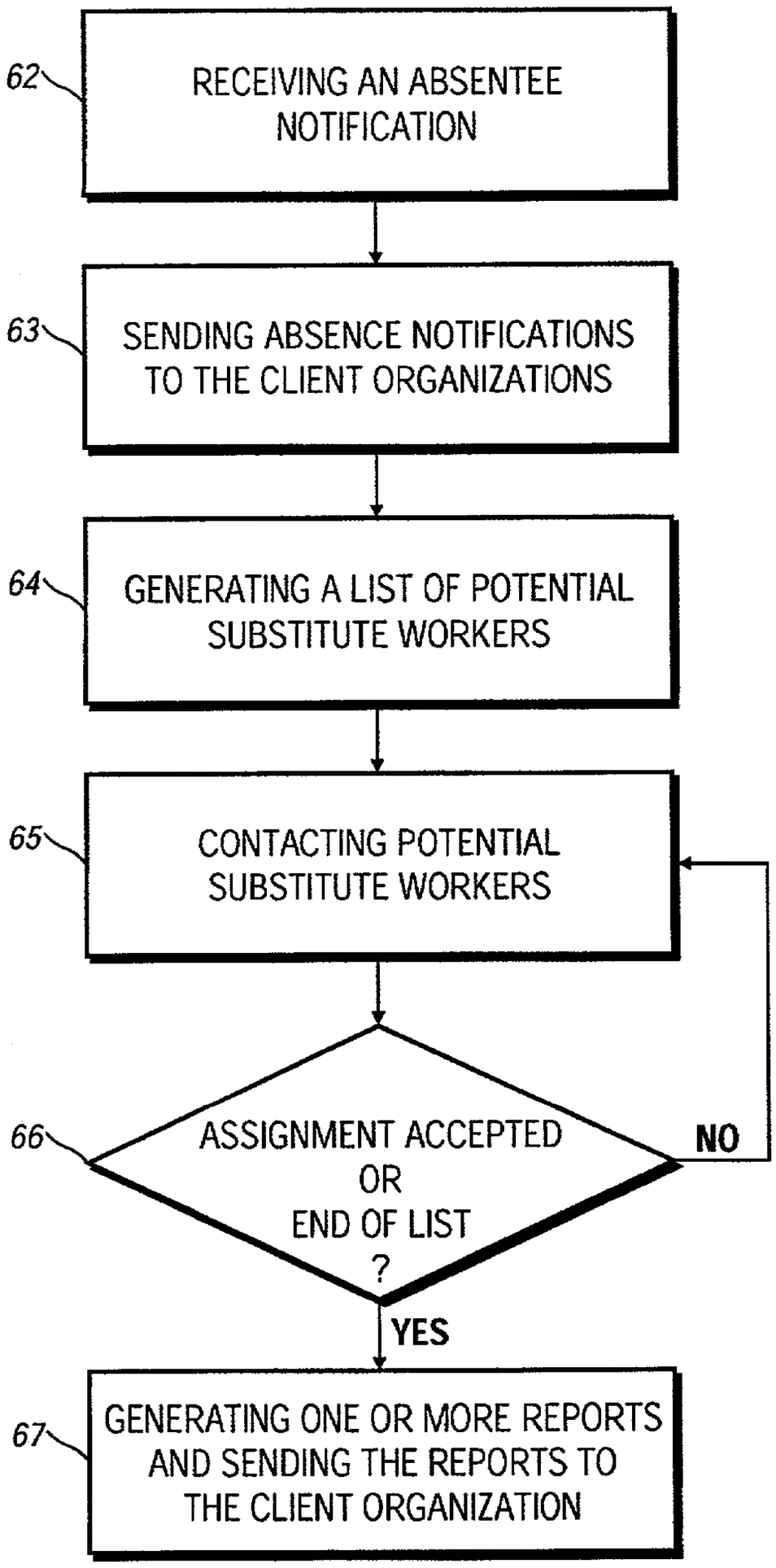
62
RECEIVING AN ABSENTEE NOTIFICATION
63
SENDING ABSENCE NOTIFICATIONS TO THE CLIENT ORGANIZATIONS
64
GENERATING A LIST OF POTENTIAL SUBSTITUTE WORKERS
65
CONTACTING POTENTIAL SUBSTITUTE WORKERS
66
ASSIGNMENT ACCEPTED OR END OF LIST ?
NO
YES
67
GENERATING ONE OR MORE REPORTS AND SENDING THE REPORTS TO THE CLIENT ORGANIZATION

FIG.2A

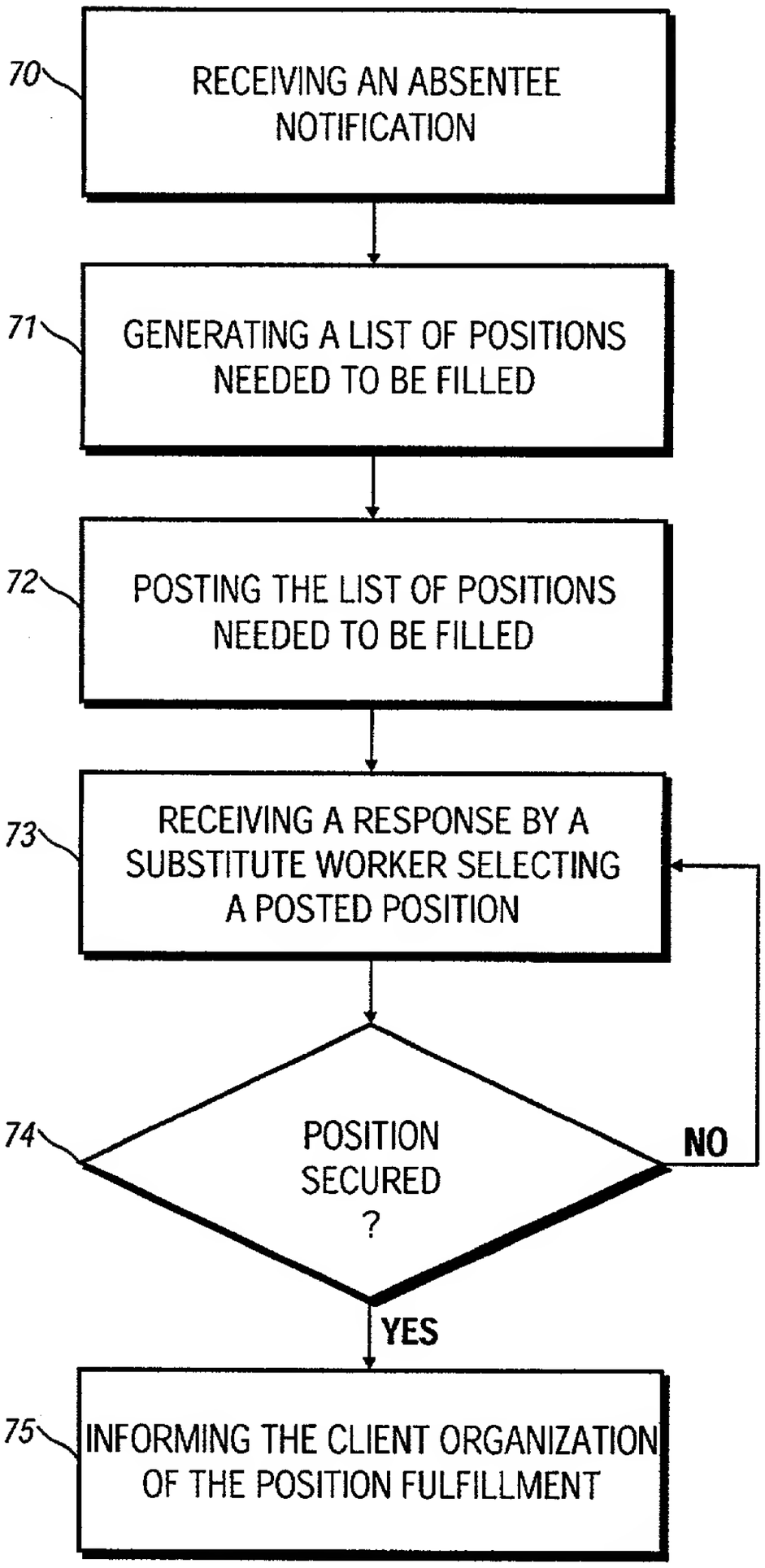

FIG.2B

Feb 09 04 11:27a p.2 02-09-2004 09:25:09 EST

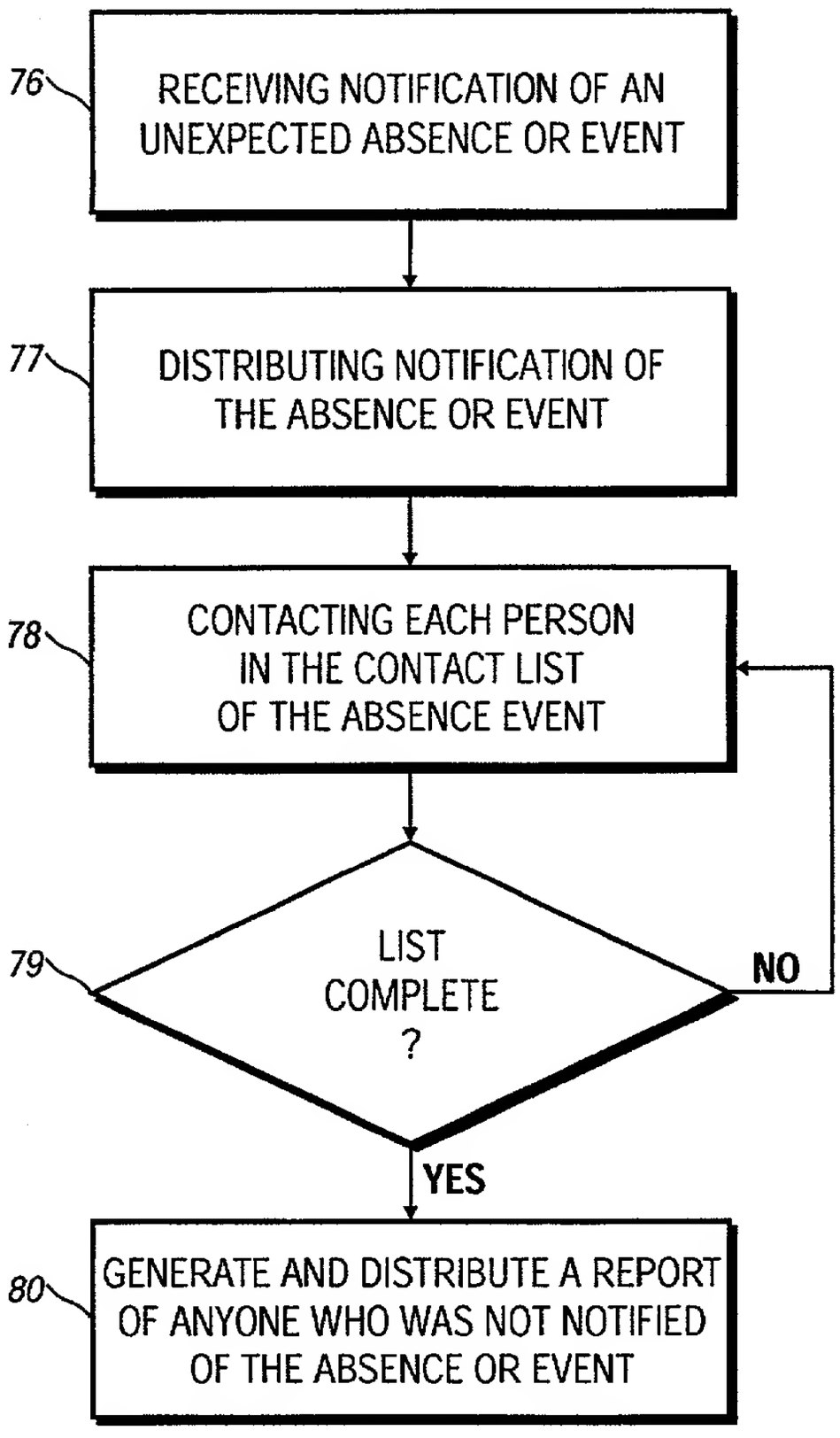
76
RECEIVING NOTIFICATION OF AN UNEXPECTED ABSENCE OR EVENT
77
DISTRIBUTING NOTIFICATION OF THE ABSENCE OR EVENT
78
CONTACTING EACH PERSON IN THE CONTACT LIST OF THE ABSENCE EVENT
79
LIST COMPLETE ?
NO
YES
80
GENERATE AND DISTRIBUTE A REPORT OF ANYONE WHO WAS NOT NOTIFIED OF THE ABSENCE OR EVENT

FIG.2C

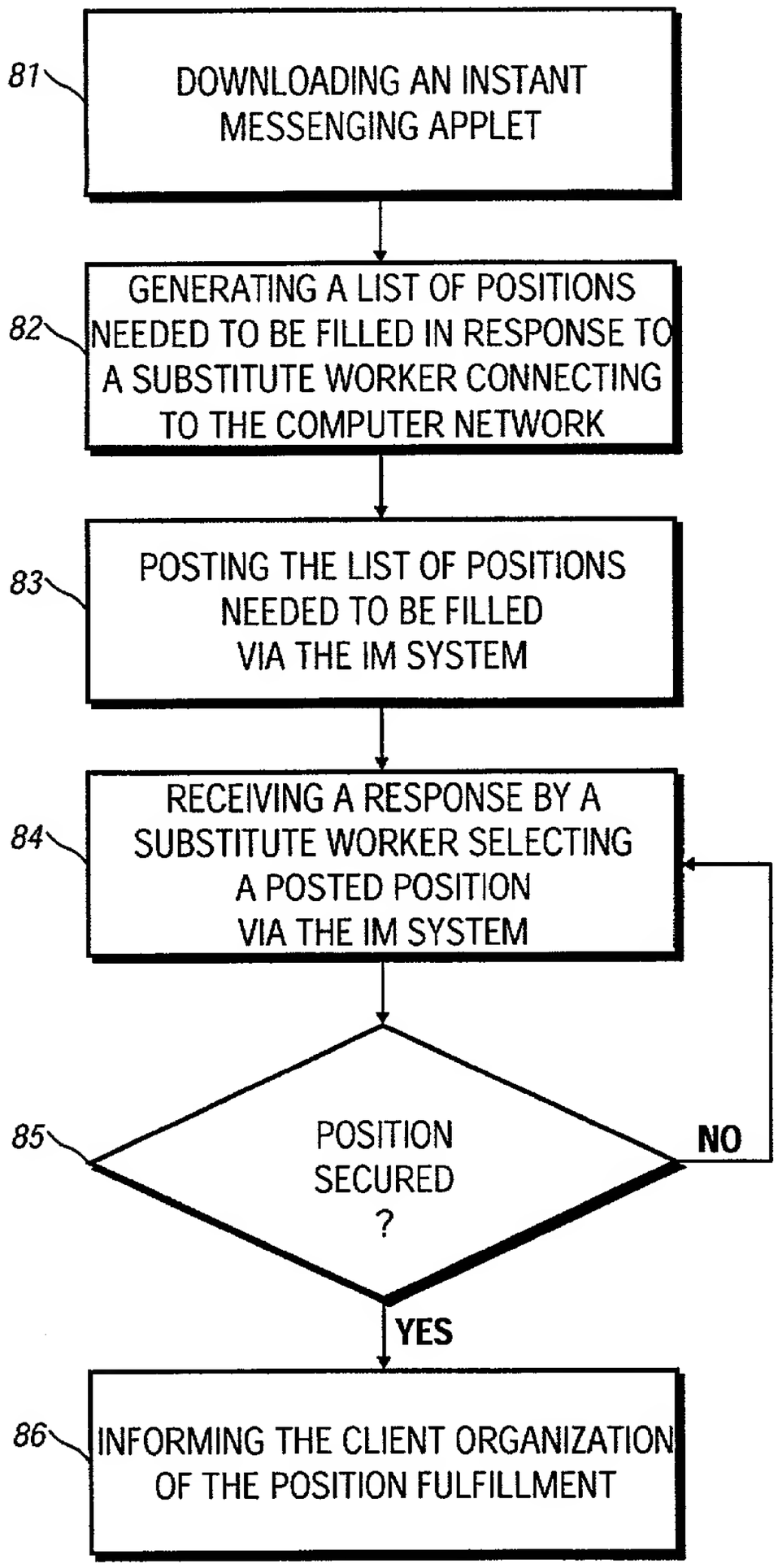
81
DOWNLOADING AN INSTANT MESSENGING APPLET
82
GENERATING A LIST OF POSITIONS NEEDED TO BE FILLED IN RESPONSE TO A SUBSTITUTE WORKER CONNECTING TO THE COMPUTER NETWORK
83
POSTING THE LIST OF POSITIONS NEEDED TO BE FILLED VIA THE IM SYSTEM
84
RECEIVING A RESPONSE BY A SUBSTITUTE WORKER SELECTING A POSTED POSITION VIA THE IM SYSTEM
85
POSITION SECURED ?
NO
YES
86
INFORMING THE CLIENT ORGANIZATION OF THE POSITION FULFILLMENT

FIG.2D

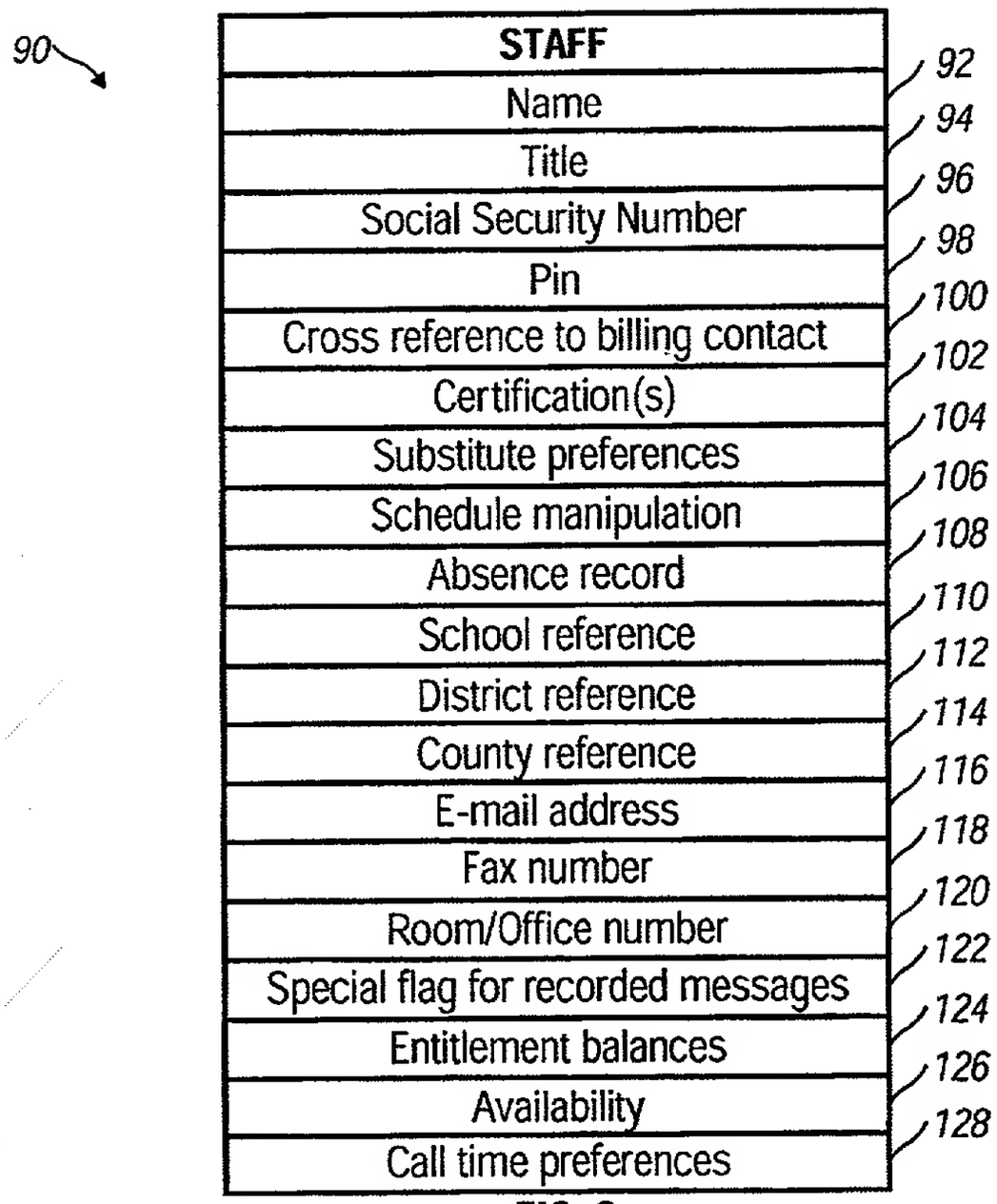

FIG. 3

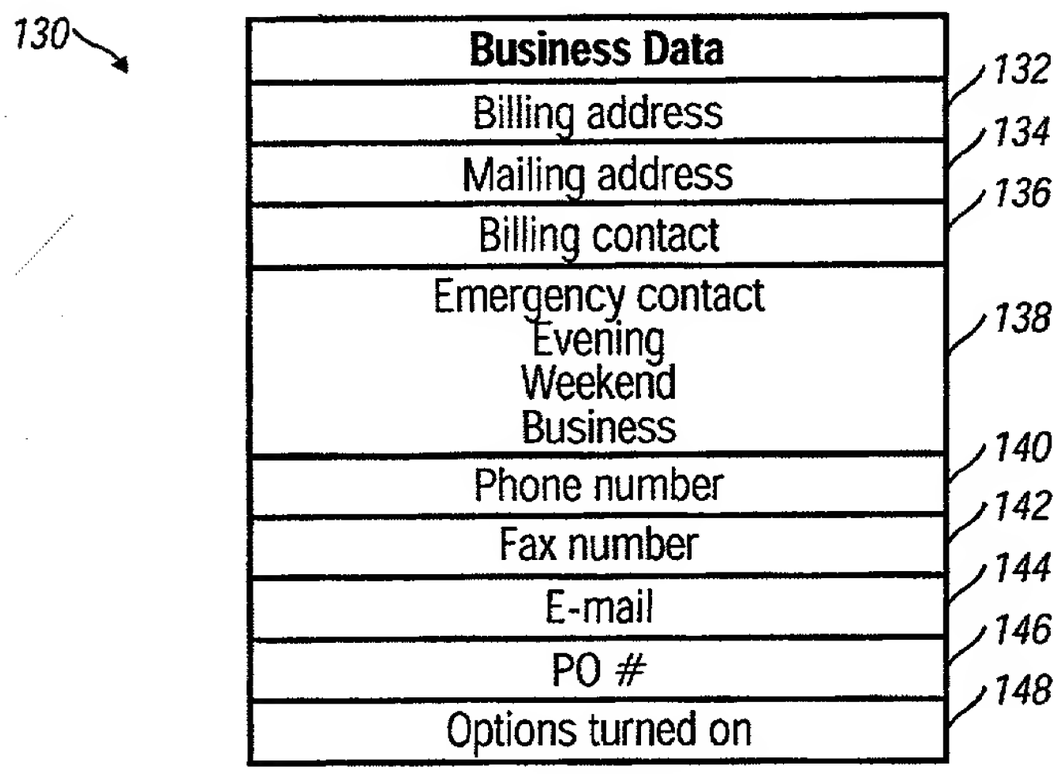

FIG. 4

Document appears originally filed in this application

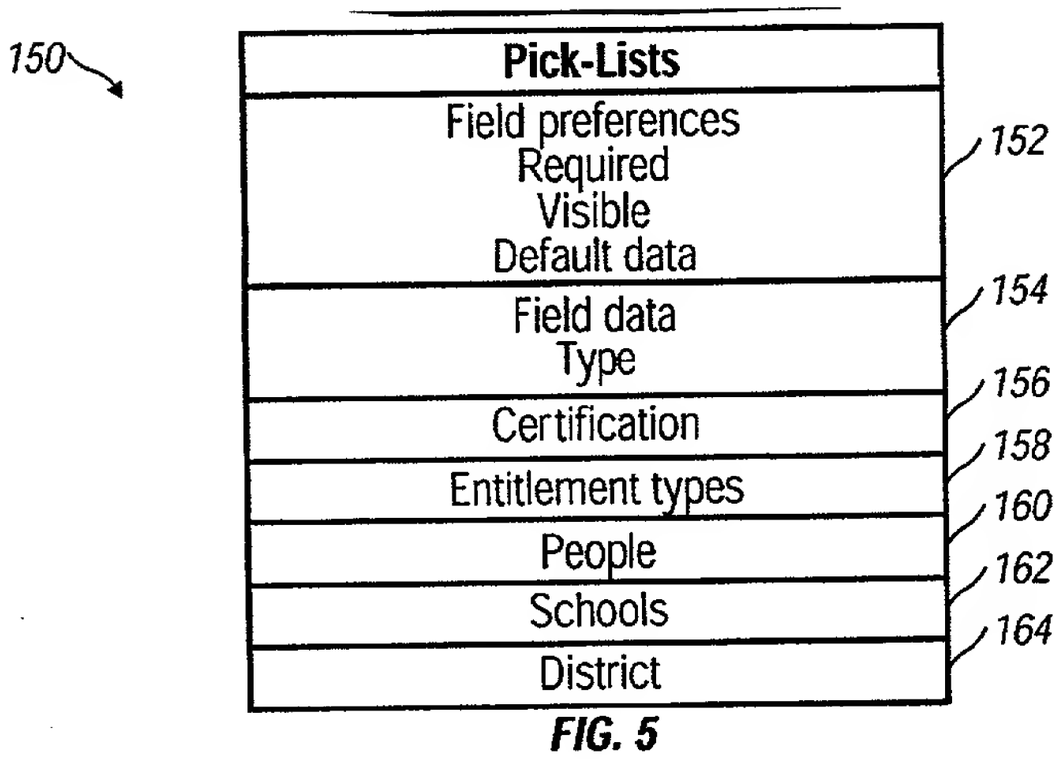

FIG. 5

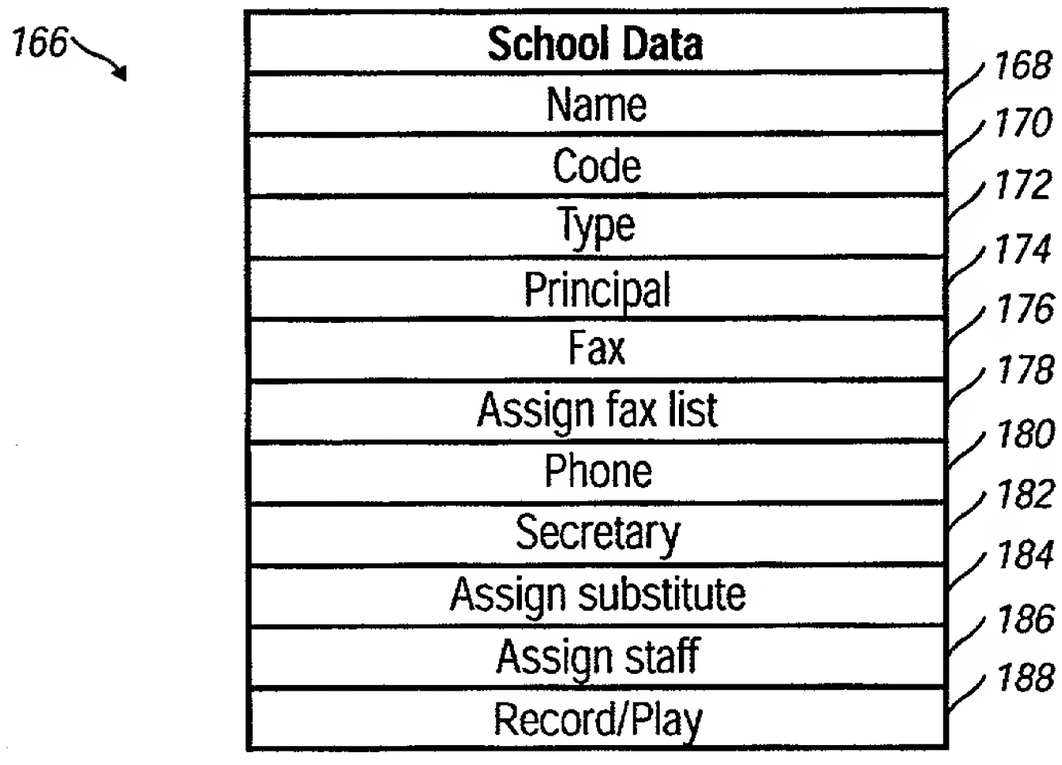

FIG. 6

Electronic Acknowledgement Receipt
EFS ID: 2000000
Application Number: 09683093
International Application Number:
Confirmation Number: 1000
Title of Invention: Method and system for providing a user interface for a computer server that controls a plurality of devices
First Named Inventor/Applicant Name: Jeffrey Scott Eder
Customer Number: 22852
Filer: Jeffrey Scott Eder/Jeffrey Eder
Filer Authorized By:
Attorney Docket Number: 20000.00
Receipt Date: 30-JAN-2002
Filing Type: NEW
Time Stamp: 12:00:00
Application Type: Utility
Payment information:
Payment Type: Deposit Account
Payment was successfully received in RAM
RAM confirmation Number: 1000
Deposit Account: 50-0000
Authorized User:
The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows:
Charge any Additional Fee required under 37 C.F.R. Section 1.16 (National application filing, search, and examination fees)
Charge any Additional Fee required under 37 C.F.R. Section 1.17 (Patent application and reexamination processing fees)
Charge any Additional Fee required under 37 C.F.R. Section 1.19 (Document supply fees)
Charge any Additional Fee required under 37 C.F.R. Section 1.20 (Post Issuance fees)
Charge any Additional Fee required under 37 C.F.R. Section 1.21 (Miscellaneous fees and charges)
File Listing:
Document Number: 1
Multi Part /.zip: no
Pages: 70
File Size(Bytes): 1000000
Document Description: Specification
Error Code:
Warning:
Document Number: 2
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Oath or Declaration filed
Error Code:
Warning:
Document Number: 3
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Power of Attorney
Error Code:
Warning:
Document Number: 4
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Assignment
Error Code:
Warning:
Document Number: 5
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Information Disclosure Statement (IDS) Filed
Error Code:
Warning:
Document Number: 6
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Fee Worksheet (PTO-875)
Error Code:
Warning:
Document Number: 7
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 8
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 9
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 10
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 11
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 12
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 13
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 14
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 15
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 16
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 17
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 18
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 19
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 20
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 21
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 22
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 23
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 24
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 25
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 26
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 27
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 28
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 29
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 30
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 31
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 32
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 33
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 34
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 35
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 36
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 37
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 38
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 39
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 40
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 41
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 42
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 43
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 44
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 45
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 46
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 47
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 48
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 49
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 50
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 51
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 52
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 53
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 54
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 55
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 56
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 57
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 58
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 59
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 60
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 61
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 62
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 63
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 64
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 65
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 66
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 67
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 68
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 69
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:
Document Number: 70
Multi Part /.zip: no
Pages: 1
File Size(Bytes): 1000
Document Description: Transmittal Letter
Error Code:
Warning:

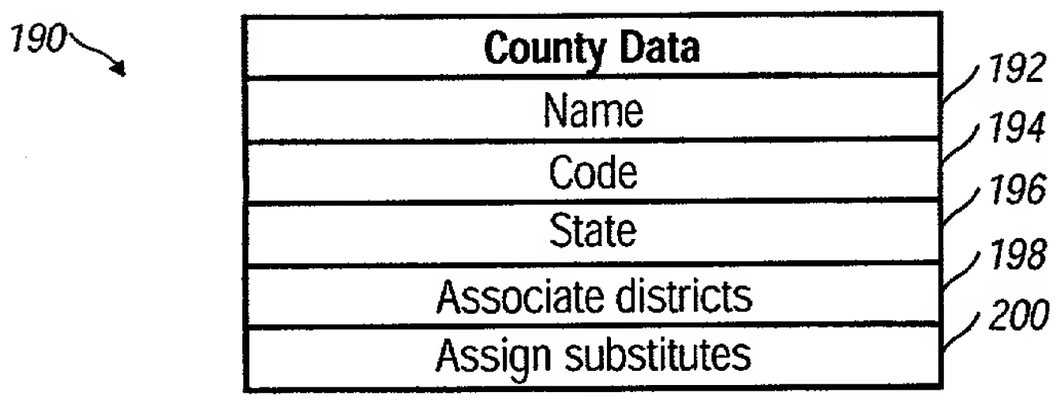

FIG. 7

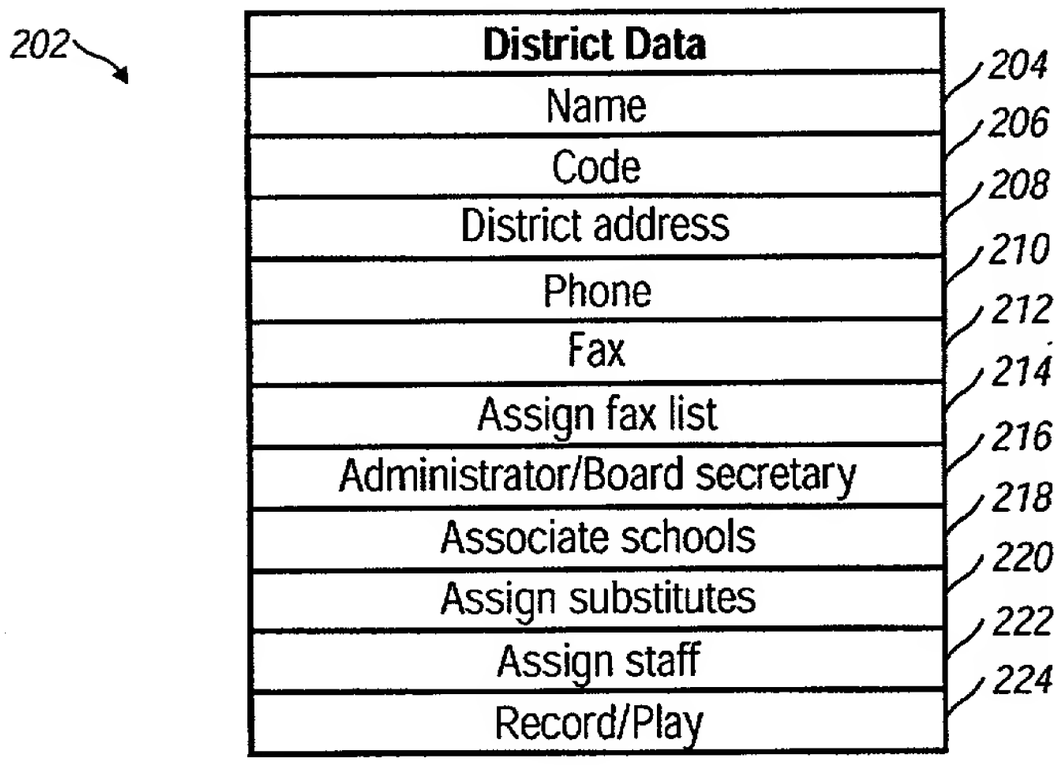

FIG. 8

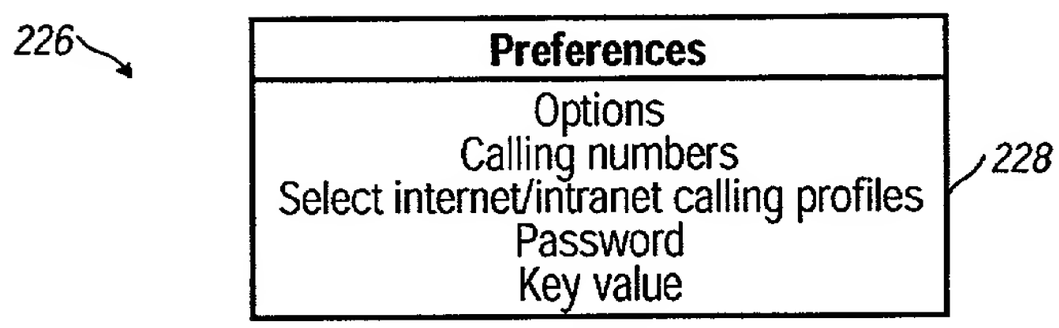

FIG. 9

Document: EP 0 954 148 A1

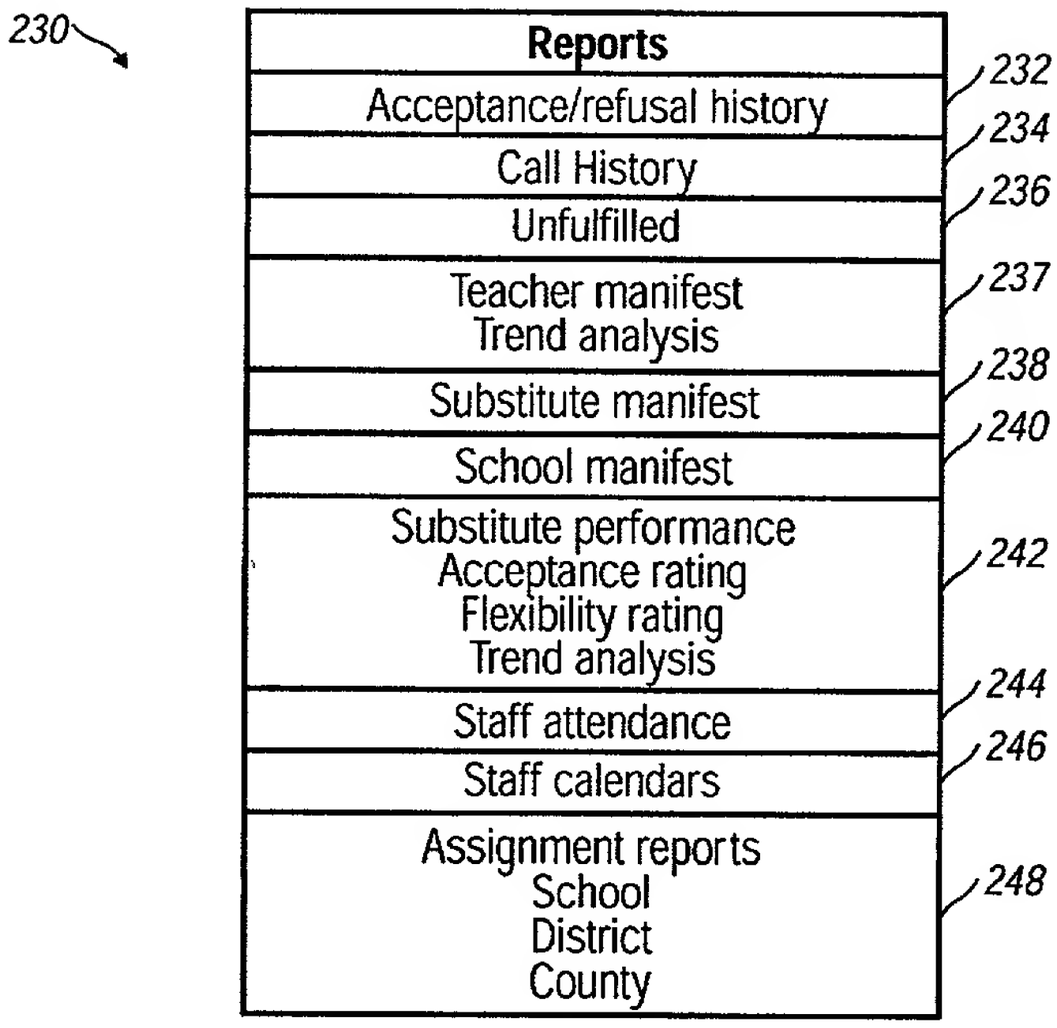
230
Reports
Acceptance/refusal history
Call History
Unfulfilled
Teacher manifest
Trend analysis
Substitute manifest
School manifest
Substitute performance
Acceptance rating
Flexibility rating
Trend analysis
Staff attendance
Staff calendars
Assignment reports
School
District
County
232
234
236
237
238
240
242
244
246
248

FIG. 10

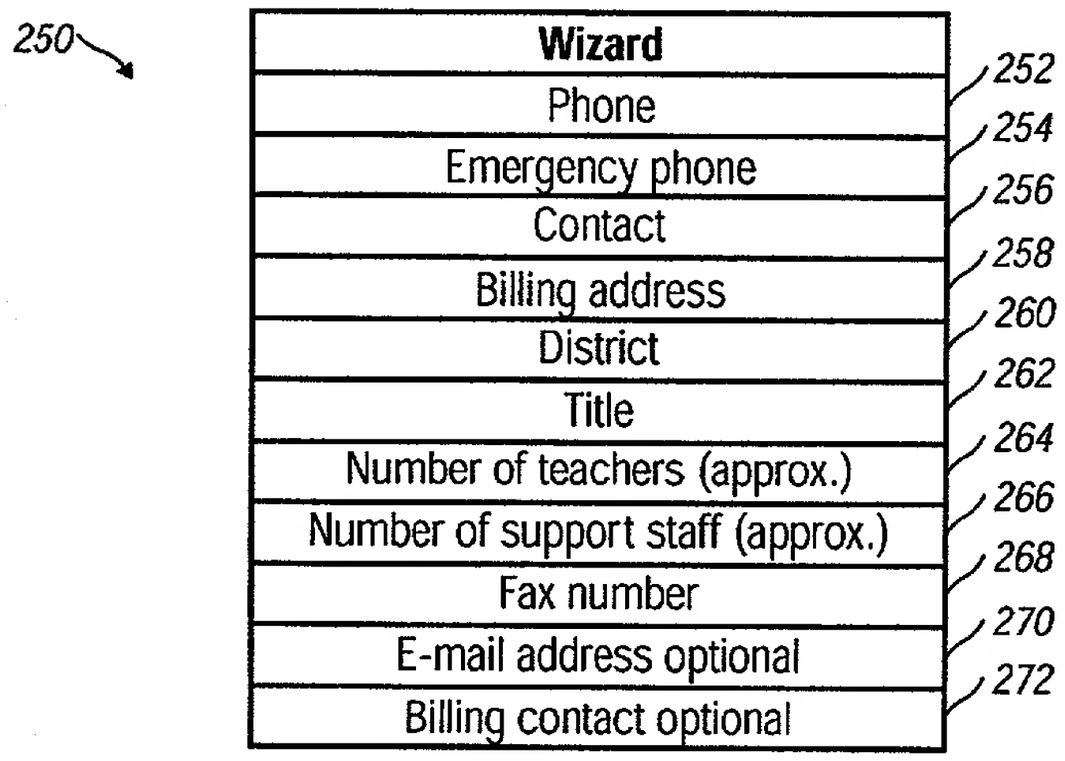
250
Wizard
Phone
Emergency phone
Contact
Billing address
District
Title
Number of teachers (approx.)
Number of support staff (approx.)
Fax number
E-mail address optional
Billing contact optional
252
254
256
258
260
262
264
266
268
270
272

FIG. 11

276

ABSENTEE REPORT

Date: 1/8/98 **Time: 14:40:08**

Name	Social Security #	Phone #	Title	Time	Location
Smith, John, T.	005-75-2243	(609)-555-1111	Social Studies	14:39:50	Howard
	Date:	1/8/98			
	Type:	Sick			
	F/H Day:	Half Day/PM			

278

SUBSTITUTE ASSIGNMENT REPORT

Date: 1/8/98 **Time: 17:08**

Name: Smith, John, T.	SSN: 005-75-2243
Title: Social Studies gr 8	School ID: 011
Location: Howard	School: 50 South School Street
Substitute Information	
Name: Smith, Charles	SSN: 005-76-2214
Contact Date: 1/8/98	Time: 17:06

279

CALL HISTORY REPORT

Date: 1/8/98 **Time: 17:08**

Name: Smith, John, T. SSN: 005-75-2243

Date:	1/8/98	Time: 17:04	Line: Answer	Status: No Contact	Sub: Smith, Mark, C.
Date:	1/8/98	Time: 17:05	Line: Answer	Status: Rejected	Sub: Jones, Pat, B.
Date:	1/8/98	Time: 17:06	Line: Answer	Status: Accepted	Sub: Smith, Charles D.

280

UNFULFILLED SUBSTITUTE ASSIGNMENT REPORT

Date: 1/8/98 **Time: 19:10**

Name: Hitchens, Jack, R.	SSN: 008-73-2278
Title: English gr 11	School ID: 012
Location: Blair	School: 123 South Main Street

FIG. 12

States	Events					
ST = State Transition	Start	Receive a call	Receive Valid Input	Receive Invalid Input	Timeout	Max Retries Reached
Telephony Application						
Teacher Call-in						
281 Initial	Prompt for SS Number	Take phone offhook; Generate "Start" Event	ST: MainMenu	ST: ErrorState	ST: Hangup	N/A
282 MainMenu	"1" Record Absence; "2" Listen to Entitlement Day Balances; "3" Special Instructions	N/A	"1" Pressed ST: Whenstep 1; "2" Pressed, Entitlements	Play Error Message; Generat "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
283 Whenstep 1	"1" Today; "2" Another Day	N/A	"1" ST: Shift; "2" ST: WhenAnotherDay	Play Error Message; Generate "Start "Event	Play Error Message; Generate "Start" Event	ST: Goodbye
284 WhenAnotherDay	Prompt for day of the month followed by the "#" sign	N/A	ST: Shift	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
285 Shift	"1" Full Day; "2" Half day AM; "3" Half day PM;	N/A	ST: Absence Type or if required ST: StartTime	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
286 StartTime	Prompt for a military time	N/A	ST: Absence Type	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
287 Absence Type	List Valid Absence Types from database	N/A	ST: ConfirmAbsence or if required ST: RecordInstructions	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
288 RecordInstructions	Play instructions for recording a message	N/A	ST: ConfirmAbsence	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
	1	2 3	4	5	6	7 8

FIG. 13A (1 of 2)

	1	2	3	4	5	6	7	8
289	ConfirmAbsence	Replay contents of absence, prompt user to comfirm;	N/A	"1" Pressed, ST: CheckComplete; "2" Pressed. ST: WhenAnotherDay	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
290	CheckComplete	Press "1" Complete call and get confirmation number; "2" Enter an additional absence day;	N/A	"1" Pressed, ST: Goodbye; "2" Pressed. ST: WhenAnotherDay	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
291	Entitlements	List Entitlement Day Balances, ST: MainMenu	N/A	N/A	N/A	N/A	N/A
292	ErrorState	Play standard error message; ST: Goodbye	N/A	N/A	N/A	N/A	N/A
293	Hangup	Hangup Phone ST: End	N/A	N/A	N/A	N/A	N/A
294	Goodbye	Play goodbye message; ST: Hangup	N/A	N/A	N/A	N/A	N/A

FIG. 13A (2 of 2)

APP_ID=09683093 Page 54 of 70

	States	Events					
	ST = State Transition	Start	Receive a call	Receive Valid Input	Receive Invalid Input	Timeout	Max Retries Reached
	School Administration Call-in						
295	MainMenu	Press "1" School Menu; Press "2" Entitlement Types Menu	N/A	"1" Pressed ST: RecordSchoolMenu; "2" Pressed ST: RecordEntTypesMenu	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
296	RecordSchoolMenu	Prompt for valid School Recording ID	N/A	ST: RecordSchool, or if "#" pressed ST: MainMenu	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
297	RecordSchool	Play existing recording, if exists then prompt "1" to record new prompt, "#" to return to School Menu	N/A	"1" Pressed, record/verify prompt, ST: RecordSchoolMenu;"#" ST: RecordSchoolMenu	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
298	RecordEntTypesMenu	Prompt for valid Entitlement Type Recording ID	N/A	ST: RecordEntTypes, or if "#" pressed ST: MainMenu	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
299	RecordEntTypes	Play existing recording, if exists then prompt "1" to record new prompt, "#" to return to Entitlement Menu	N/A	"1" Pressed, record/verify prompt, ST: RecordEntTypesMenu; "#" ST: RecordEntTypesMenu	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
300	ErrorState	Play standard error message; ST: Goodbye	N/A	N/A	N/A	N/A	N/A
301	Goodbye	Thank caller for using system; ST: Hangup:	N/A	N/A	N/A	N/A	N/A
302	Hangup	Hangup Phone ST: End	N/A	N/A	N/A	N/A	N/A

FIG. 13B

	States	Events					
	ST = State Transition	Start	Receive a call	Receive Valid Input	Receive Invalid Input	Timeout	Max Retries Reached
	FrontLine Administration Call-in						
303	RecordFilesMenu	Prompt for the recording ID of the message file	N/A	ST: RecordFiles	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
304	RecordFiles	Play existing recording, if exists then prompt "1" to Record new prompt, "#" to return to Record Files Menu	N/A	"1" Pressed, record/verify prompt, ST: RecordFiles; "#" ST: RecordFiles	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
305	ErrorState	Play standard error message; ST: Goodbye	N/A	N/A	N/A	N/A	N/A
306	Goodbye	Thank caller for using system; ST: Hangup:	N/A	N/A	N/A	N/A	N/A
307	Hangup	Hangup Phone ST: End	N/A	N/A	N/A	N/A	N/A

FIG. 13C

Exhibit 1 Page 56 of 70

	States	Events					
	ST = State Transition	Start	Receive a call	Receive Valid Input	Receive Invalid Input	Timeout	Max Retries Reached
	Substitute Call-out						
308	MakeTheCall	Dial the telephone number; ST: CallAnalysis	N/A	N/A	N/A	N/A	N/A
309	CallAnalysis	Determine how the call was or was not answered	N/A	Person Answers; ST: Identify	Person does not answer;	N/A	N/A
310	Identify	Prompt for SS Number or PIN Number	N/A	ST: PresentRequest	Generate "Start" Event	N/A	ST: Goodbye
311	PresentRequest	Play request, prompt substitute to "1"Replay; "2"Accept, "3"Reject	N/A	"1"Replay, Generate Start Event; "2" ST: AcceptRequest; "3" ST: RejectRequest	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
312	RejectRequest	Reject w/No more calls; "2"Reject allowing for additional calls	N/A	ST: Goodbye	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
313	AcceptRequest	Play confirmation number; ST: Goodbye	N/A	N/A	N/A	N/A	N/A
314	ErrorState	Play standard error message; ST: Goodbye	N/A	N/A	N/A	N/A	N/A
315	Goodbye	Thank caller for using system; ST: Hangup:	N/A	N/A	N/A	N/A	N/A
316	Hangup	Hangup Phone ST: End	N/A	N/A	N/A	N/A	N/A

FIG. 13D

Document 1 of 1

	States	Events					
	ST = State Transition	Start	Receive a call	Receive Valid Input	Receive Invalid Input	Timeout	Max Retries Reached
	Fax Callout						
317	MakeTheCall	Call FaxNumber ST: CallAnalysis	N/A	N/A	N/A	N/A	N/A
318	CallAnalysis	Determine if Fax Answered	N/A	Fax Answered ST: FaxSend	Fax did not Answer ST: Hangup	N/A	N/A
319	FaxSend	Send Fax ST: End					
320	ErrorState	Play standard error message; ST: Goodbye	N/A	N/A	N/A	N/A	N/A
321	Goodbye	Thank substitute using system; ST: Hangup:	N/A	N/A	N/A	N/A	N/A
322	Hangup	Hangup Phone ST: End	N/A	N/A	N/A	N/A	N/A

FIG. 13E

Document ID: US 09683093 B1

Client	Events									
States	Have Data	Don't Have Data	File Created	Connect FTP	Did Not Connect to FTP	File not there	Max Tries	Startup	Bad format	Save
323 Extract	Create file ST: Send	Create File ST: Send								
324 Send			Create FTP Session; Send File	Verify file was sent ST: Receive; Else ST: Error			Error			
325 Receive						Check for file if pres. ST: import Else ST: Wait	Error			
326 Import								Opens files; Verify file format	Refuse all Changes	Save Changes
327 Cleanup								Moves files to archive; Sets last sync dates for all files		
Error										

1 2 3 4 5 6 7 8 9 10 11 12

FIG. 13F (1 of 2)

	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	⑪	⑫
	Server States	Events: File Found	Events: Startup									
328	Wait	Create File ST: Import Object										
329	Import Object		Opens; Verifies; Reads; Saves or discards;									
330	Extract	Create File ST: Import Object	Create export file; ST: Send									
331	Send		Close file; copies to FTP site									

FIG. 13F (2 of 2)

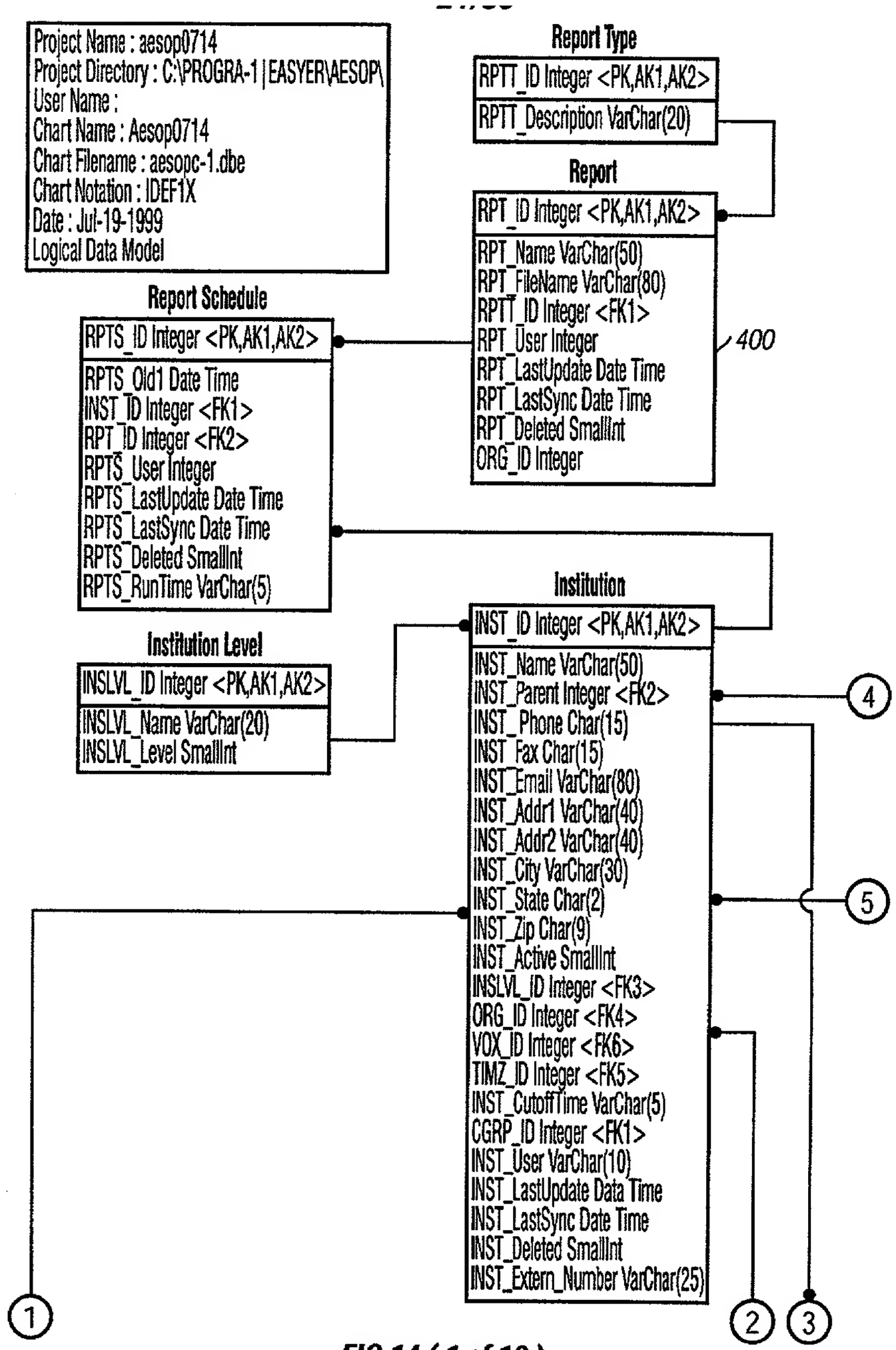
Project Name : aesop0714
Project Directory : C:\PROGRA-1|EASYER\AESOP\
User Name :
Chart Name : Aesop0714
Chart Filename : aesopc-1.dbe
Chart Notation : IDEF1X
Date : Jul-19-1999
Logical Data Model
Report Type
RPTT_ID Integer <PK,AK1,AK2>
RPTT_Description VarChar(20)
Report
RPT_ID Integer <PK,AK1,AK2>
RPT_Name VarChar(50)
RPT_FileName VarChar(80)
RPTT_ID Integer <FK1>
RPT_User Integer
RPT_LastUpdate Date Time
RPT_LastSync Date Time
RPT_Deleted SmallInt
ORG_ID Integer
400
Report Schedule
RPTS_ID Integer <PK,AK1,AK2>
RPTS_Old1 Date Time
INST_ID Integer <FK1>
RPT_ID Integer <FK2>
RPTS_User Integer
RPTS_LastUpdate Date Time
RPTS_LastSync Date Time
RPTS_Deleted SmallInt
RPTS_RunTime VarChar(5)
Institution Level
INSLVL_ID Integer <PK,AK1,AK2>
INSLVL_Name VarChar(20)
INSLVL_Level SmallInt
Institution
INST_ID Integer <PK,AK1,AK2>
INST_Name VarChar(50)
INST_Parent Integer <FK2>
INST_Phone Char(15)
INST_Fax Char(15)
INST_Email VarChar(80)
INST_Addr1 VarChar(40)
INST_Addr2 VarChar(40)
INST_City VarChar(30)
INST_State Char(2)
INST_Zip Char(9)
INST_Active SmallInt
INSLVL_ID Integer <FK3>
ORG_ID Integer <FK4>
VOX_ID Integer <FK6>
TIMZ_ID Integer <FK5>
INST_CutoffTime VarChar(5)
CGRP_ID Integer <FK1>
INST_User VarChar(10)
INST_LastUpdate Data Time
INST_LastSync Date Time
INST_Deleted SmallInt
INST_Extern_Number VarChar(25)
1
2
3
4
5

FIG 14 (1 of 10)

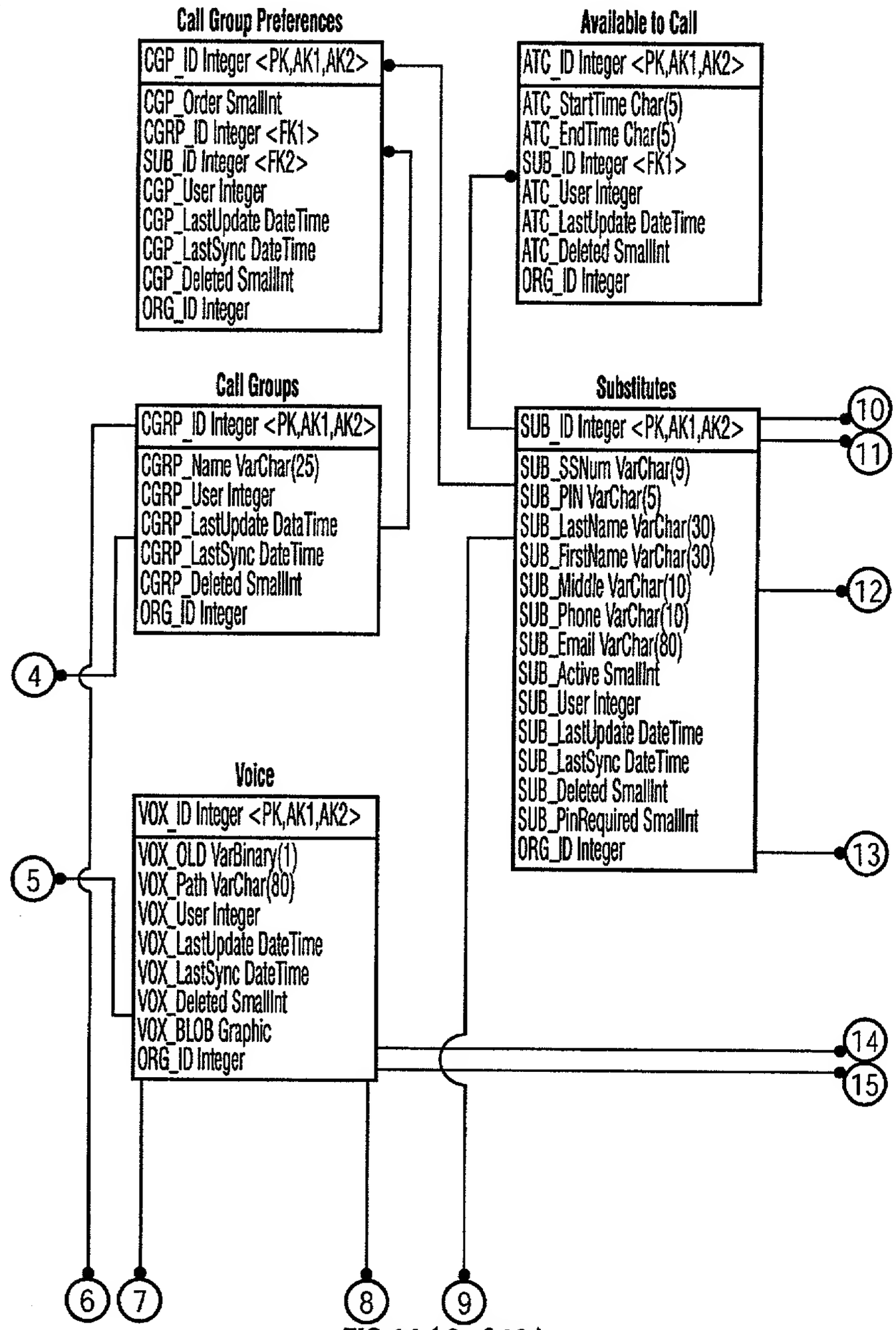
Call Group Preferences
CGP_ID Integer <PK,AK1,AK2>
CGP_Order SmallInt
CGRP_ID Integer <FK1>
SUB_ID Integer <FK2>
CGP_User Integer
CGP_LastUpdate DateTime
CGP_LastSync DateTime
CGP_Deleted SmallInt
ORG_ID Integer
Available to Call
ATC_ID Integer <PK,AK1,AK2>
ATC_StartTime Char(5)
ATC_EndTime Char(5)
SUB_ID Integer <FK1>
ATC_User Integer
ATC_LastUpdate DateTime
ATC_Deleted SmallInt
ORG_ID Integer
Call Groups
CGRP_ID Integer <PK,AK1,AK2>
CGRP_Name VarChar(25)
CGRP_User Integer
CGRP_LastUpdate DataTime
CGRP_LastSync DateTime
CGRP_Deleted SmallInt
ORG_ID Integer
Substitutes
SUB_ID Integer <PK,AK1,AK2>
SUB_SSNum VarChar(9)
SUB_PIN VarChar(5)
SUB_LastName VarChar(30)
SUB_FirstName VarChar(30)
SUB_Middle VarChar(10)
SUB_Phone VarChar(10)
SUB_Email VarChar(80)
SUB_Active SmallInt
SUB_User Integer
SUB_LastUpdate DateTime
SUB_LastSync DateTime
SUB_Deleted SmallInt
SUB_PinRequired SmallInt
ORG_ID Integer
Voice
VOX_ID Integer <PK,AK1,AK2>
VOX_OLD VarBinary(1)
VOX_Path VarChar(80)
VOX_User Integer
VOX_LastUpdate DateTime
VOX_LastSync DateTime
VOX_Deleted SmallInt
VOX_BLOB Graphic
ORG_ID Integer
4
5
6
7
8
9
10
11
12
13
14
15

FIG 14 (2 of 10)

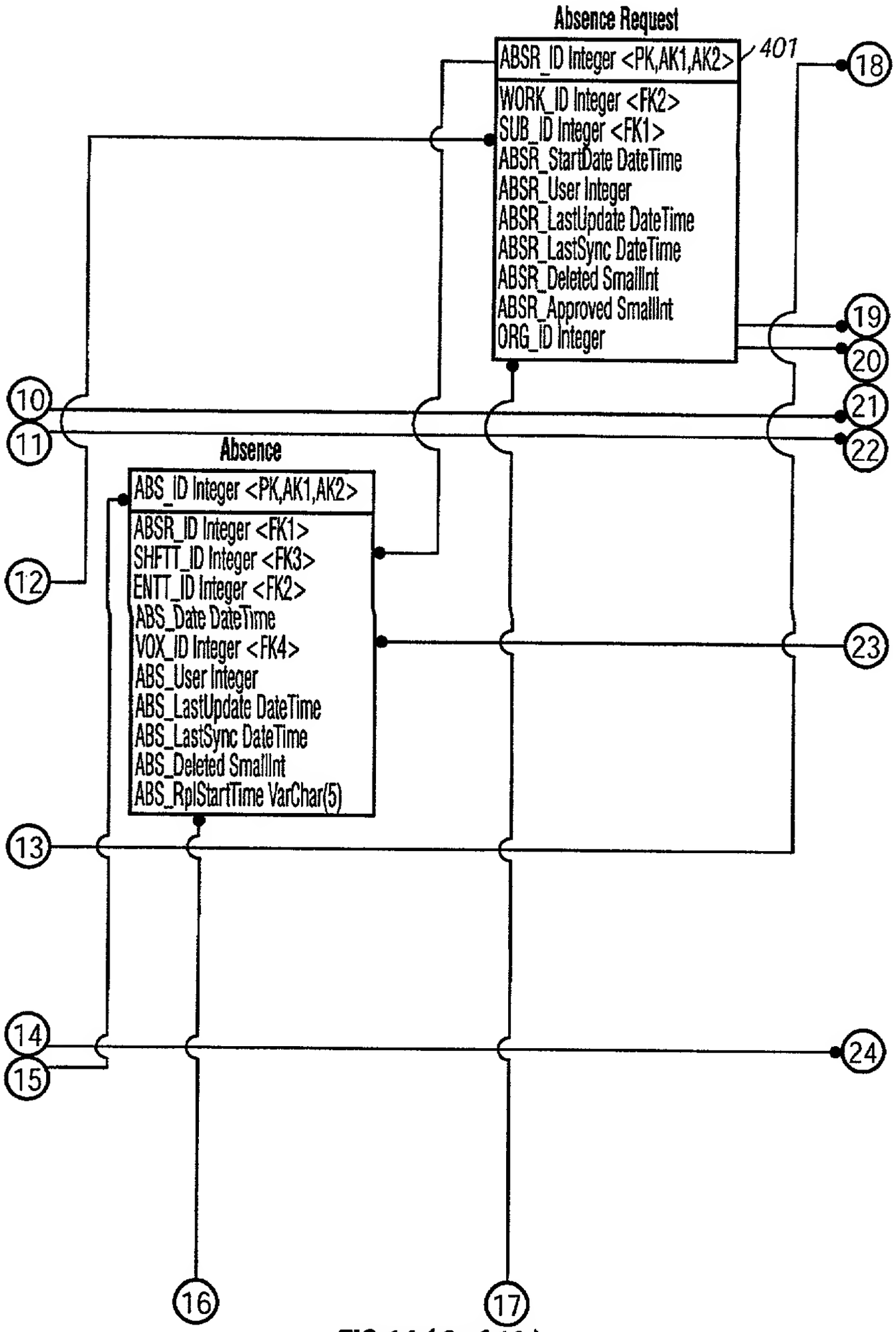
Absence Request
ABSR_ID Integer <PK,AK1,AK2>
401
WORK_ID Integer <FK2>
SUB_ID Integer <FK1>
ABSR_StartDate DateTime
ABSR_User Integer
ABSR_LastUpdate DateTime
ABSR_LastSync DateTime
ABSR_Deleted SmallInt
ABSR_Approved SmallInt
ORG_ID Integer
Absence
ABS_ID Integer <PK,AK1,AK2>
ABSR_ID Integer <FK1>
SHFTT_ID Integer <FK3>
ENTT_ID Integer <FK2>
ABS_Date DateTime
VOX_ID Integer <FK4>
ABS_User Integer
ABS_LastUpdate DateTime
ABS_LastSync DateTime
ABS_Deleted SmallInt
ABS_RplStartTime VarChar(5)
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24

FIG 14 (3 of 10)

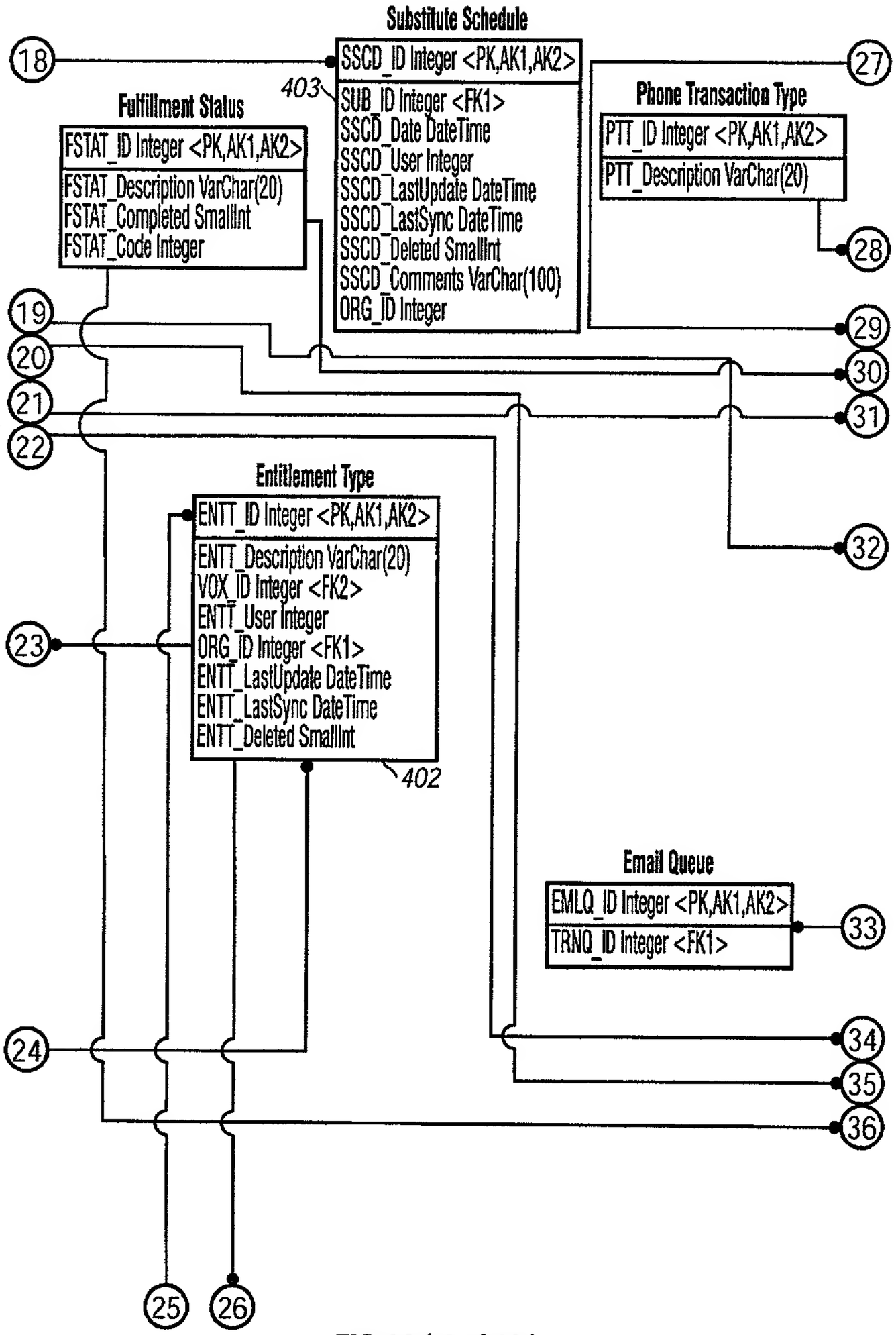
Substitute Schedule
SSCD_ID Integer <PK,AK1,AK2>
403
SUB_ID Integer <FK1>
SSCD_Date DateTime
SSCD_User Integer
SSCD_LastUpdate DateTime
SSCD_LastSync DateTime
SSCD_Deleted SmallInt
SSCD_Comments VarChar(100)
ORG_ID Integer
Fulfillment Status
FSTAT_ID Integer <PK,AK1,AK2>
FSTAT_Description VarChar(20)
FSTAT_Completed SmallInt
FSTAT_Code Integer
Phone Transaction Type
PTT_ID Integer <PK,AK1,AK2>
PTT_Description VarChar(20)
Entitlement Type
ENTT_ID Integer <PK,AK1,AK2>
ENTT_Description VarChar(20)
VOX_ID Integer <FK2>
ENTT_User Integer
ORG_ID Integer <FK1>
ENTT_LastUpdate DateTime
ENTT_LastSync DateTime
ENTT_Deleted SmallInt
402
Email Queue
EMLQ_ID Integer <PK,AK1,AK2>
TRNQ_ID Integer <FK1>
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36

FIG 14 (4 of 10)

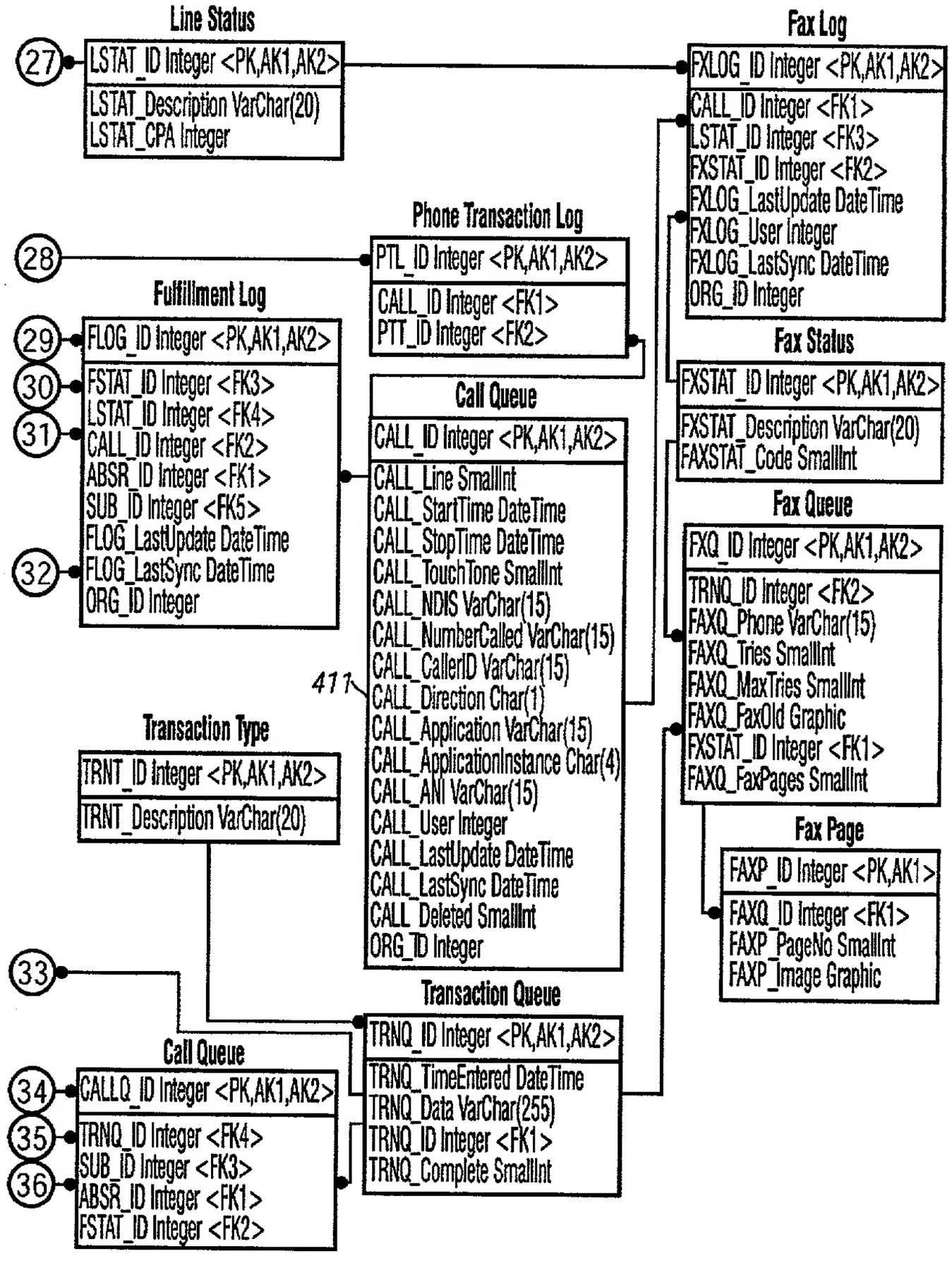
Line Status
27
LSTAT_ID Integer <PK,AK1,AK2>
LSTAT_Description VarChar(20)
LSTAT_CPA Integer
Fax Log
FXLOG_ID Integer <PK,AK1,AK2>
CALL_ID Integer <FK1>
LSTAT_ID Integer <FK3>
FXSTAT_ID Integer <FK2>
FXLOG_LastUpdate DateTime
FXLOG_User Integer
FXLOG_LastSync DateTime
ORG_ID Integer
Phone Transaction Log
28
PTL_ID Integer <PK,AK1,AK2>
CALL_ID Integer <FK1>
PTT_ID Integer <FK2>
Fulfillment Log
29
30
31
32
FLOG_ID Integer <PK,AK1,AK2>
FSTAT_ID Integer <FK3>
LSTAT_ID Integer <FK4>
CALL_ID Integer <FK2>
ABSR_ID Integer <FK1>
SUB_ID Integer <FK5>
FLOG_LastUpdate DateTime
FLOG_LastSync DateTime
ORG_ID Integer
Call Queue
411
CALL_ID Integer <PK,AK1,AK2>
CALL_Line SmallInt
CALL_StartTime DateTime
CALL_StopTime DateTime
CALL_TouchTone SmallInt
CALL_NDIS VarChar(15)
CALL_NumberCalled VarChar(15)
CALL_CallerID VarChar(15)
CALL_Direction Char(1)
CALL_Application VarChar(15)
CALL_ApplicationInstance Char(4)
CALL_ANI VarChar(15)
CALL_User Integer
CALL_LastUpdate DateTime
CALL_LastSync DateTime
CALL_Deleted SmallInt
ORG_ID Integer
Fax Status
FXSTAT_ID Integer <PK,AK1,AK2>
FXSTAT_Description VarChar(20)
FAXSTAT_Code SmallInt
Fax Queue
FXQ_ID Integer <PK,AK1,AK2>
TRNQ_ID Integer <FK2>
FAXQ_Phone VarChar(15)
FAXQ_Tries SmallInt
FAXQ_MaxTries SmallInt
FAXQ_FaxOld Graphic
FXSTAT_ID Integer <FK1>
FAXQ_FaxPages SmallInt
Fax Page
FAXP_ID Integer <PK,AK1>
FAXQ_ID Integer <FK1>
FAXP_PageNo SmallInt
FAXP_Image Graphic
Transaction Type
TRNT_ID Integer <PK,AK1,AK2>
TRNT_Description VarChar(20)
33
Transaction Queue
TRNQ_ID Integer <PK,AK1,AK2>
TRNQ_TimeEntered DateTime
TRNQ_Data VarChar(255)
TRNQ_ID Integer <FK1>
TRNQ_Complete SmallInt
Call Queue
34
35
36
CALLQ_ID Integer <PK,AK1,AK2>
TRNQ_ID Integer <FK4>
SUB_ID Integer <FK3>
ABSR_ID Integer <FK1>
FSTAT_ID Integer <FK2>

FIG 14 (5 of 10)

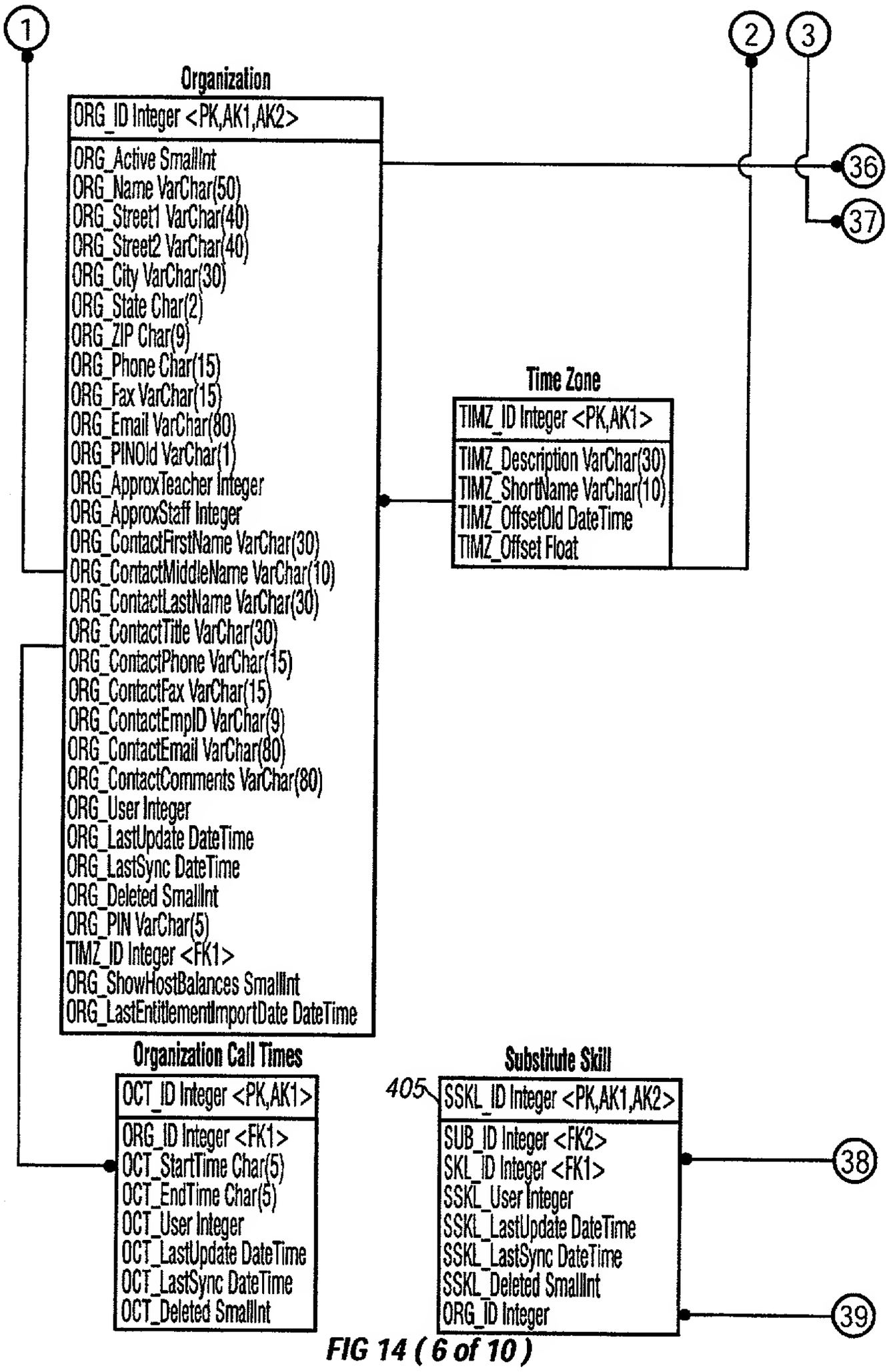
1
2
3
Organization
ORG_ID Integer <PK,AK1,AK2>
ORG_Active SmallInt
ORG_Name VarChar(50)
ORG_Street1 VarChar(40)
ORG_Street2 VarChar(40)
ORG_City VarChar(30)
ORG_State Char(2)
ORG_ZIP Char(9)
ORG_Phone Char(15)
ORG_Fax VarChar(15)
ORG_Email VarChar(80)
ORG_PINOld VarChar(1)
ORG_ApproxTeacher Integer
ORG_ApproxStaff Integer
ORG_ContactFirstName VarChar(30)
ORG_ContactMiddleName VarChar(10)
ORG_ContactLastName VarChar(30)
ORG_ContactTitle VarChar(30)
ORG_ContactPhone VarChar(15)
ORG_ContactFax VarChar(15)
ORG_ContactEmpID VarChar(9)
ORG_ContactEmail VarChar(80)
ORG_ContactComments VarChar(80)
ORG_User Integer
ORG_LastUpdate DateTime
ORG_LastSync DateTime
ORG_Deleted SmallInt
ORG_PIN VarChar(5)
TIMZ_ID Integer <FK1>
ORG_ShowHostBalances SmallInt
ORG_LastEntitlementImportDate DateTime
36
37
Time Zone
TIMZ_ID Integer <PK,AK1>
TIMZ_Description VarChar(30)
TIMZ_ShortName VarChar(10)
TIMZ_OffsetOld DateTime
TIMZ_Offset Float
Organization Call Times
OCT_ID Integer <PK,AK1>
ORG_ID Integer <FK1>
OCT_StartTime Char(5)
OCT_EndTime Char(5)
OCT_User Integer
OCT_LastUpdate DateTime
OCT_LastSync DateTime
OCT_Deleted SmallInt
Substitute Skill
405
SSKL_ID Integer <PK,AK1,AK2>
SUB_ID Integer <FK2>
SKL_ID Integer <FK1>
SSKL_User Integer
SSKL_LastUpdate DateTime
SSKL_LastSync DateTime
SSKL_Deleted SmallInt
ORG_ID Integer
38
39

FIG 14 (6 of 10)

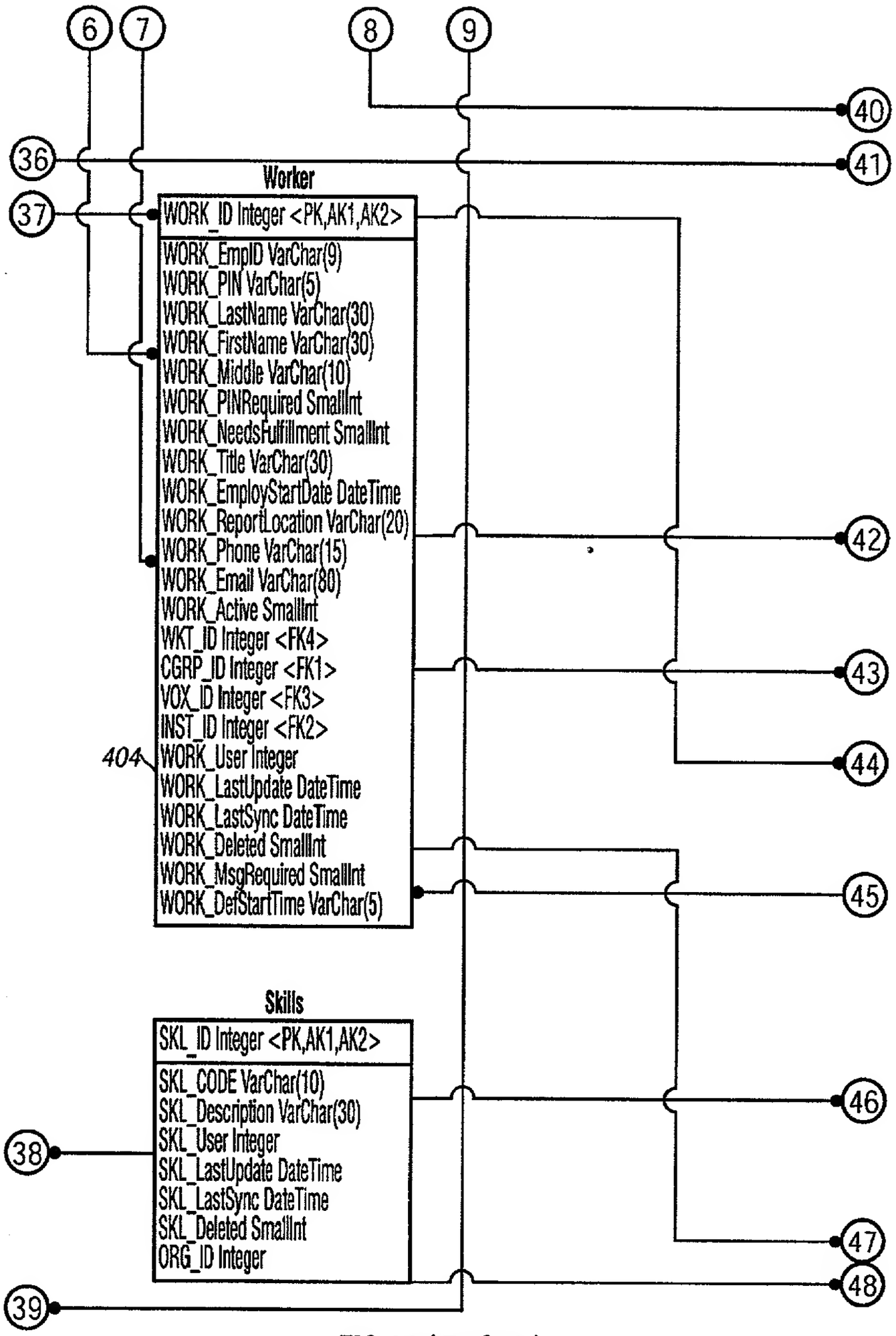
6
7
8
9
40
36
41
Worker
37
WORK_ID Integer <PK,AK1,AK2>
WORK_EmpID VarChar(9)
WORK_PIN VarChar(5)
WORK_LastName VarChar(30)
WORK_FirstName VarChar(30)
WORK_Middle VarChar(10)
WORK_PINRequired SmallInt
WORK_NeedsFulfillment SmallInt
WORK_Title VarChar(30)
WORK_EmployStartDate DateTime
WORK_ReportLocation VarChar(20)
42
WORK_Phone VarChar(15)
WORK_Email VarChar(80)
WORK_Active SmallInt
WKT_ID Integer <FK4>
CGRP_ID Integer <FK1>
43
VOX_ID Integer <FK3>
INST_ID Integer <FK2>
404
WORK_User Integer
44
WORK_LastUpdate DateTime
WORK_LastSync DateTime
WORK_Deleted SmallInt
WORK_MsgRequired SmallInt
45
WORK_DefStartTime VarChar(5)
Skills
SKL_ID Integer <PK,AK1,AK2>
SKL_CODE VarChar(10)
SKL_Description VarChar(30)
46
38
SKL_User Integer
SKL_LastUpdate DateTime
SKL_LastSync DateTime
47
SKL_Deleted SmallInt
ORG_ID Integer
48
39

FIG 14 (7 of 10)

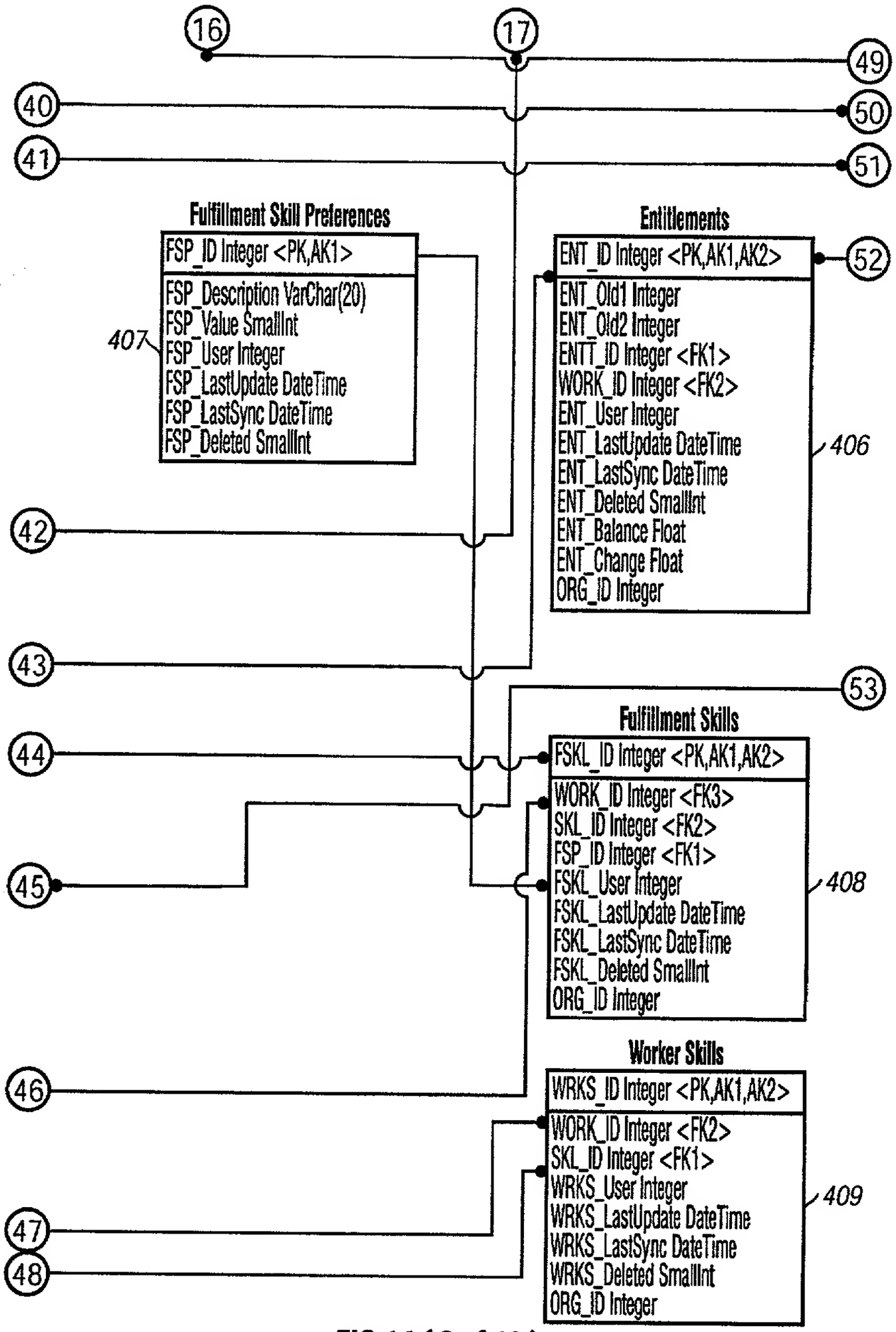
16
17
49
40
50
41
51
Fulfillment Skill Preferences
FSP_ID Integer <PK,AK1>
FSP_Description VarChar(20)
FSP_Value SmallInt
FSP_User Integer
FSP_LastUpdate DateTime
FSP_LastSync DateTime
FSP_Deleted SmallInt
407
Entitlements
ENT_ID Integer <PK,AK1,AK2>
52
ENT_Old1 Integer
ENT_Old2 Integer
ENTT_ID Integer <FK1>
WORK_ID Integer <FK2>
ENT_User Integer
ENT_LastUpdate DateTime
ENT_LastSync DateTime
ENT_Deleted SmallInt
ENT_Balance Float
ENT_Change Float
ORG_ID Integer
406
42
43
53
Fulfillment Skills
44
FSKL_ID Integer <PK,AK1,AK2>
WORK_ID Integer <FK3>
SKL_ID Integer <FK2>
FSP_ID Integer <FK1>
FSKL_User Integer
FSKL_LastUpdate DateTime
FSKL_LastSync DateTime
FSKL_Deleted SmallInt
ORG_ID Integer
408
45
Worker Skills
46
WRKS_ID Integer <PK,AK1,AK2>
WORK_ID Integer <FK2>
SKL_ID Integer <FK1>
WRKS_User Integer
WRKS_LastUpdate DateTime
WRKS_LastSync DateTime
WRKS_Deleted SmallInt
ORG_ID Integer
409
47
48

FIG 14 (8 of 10)

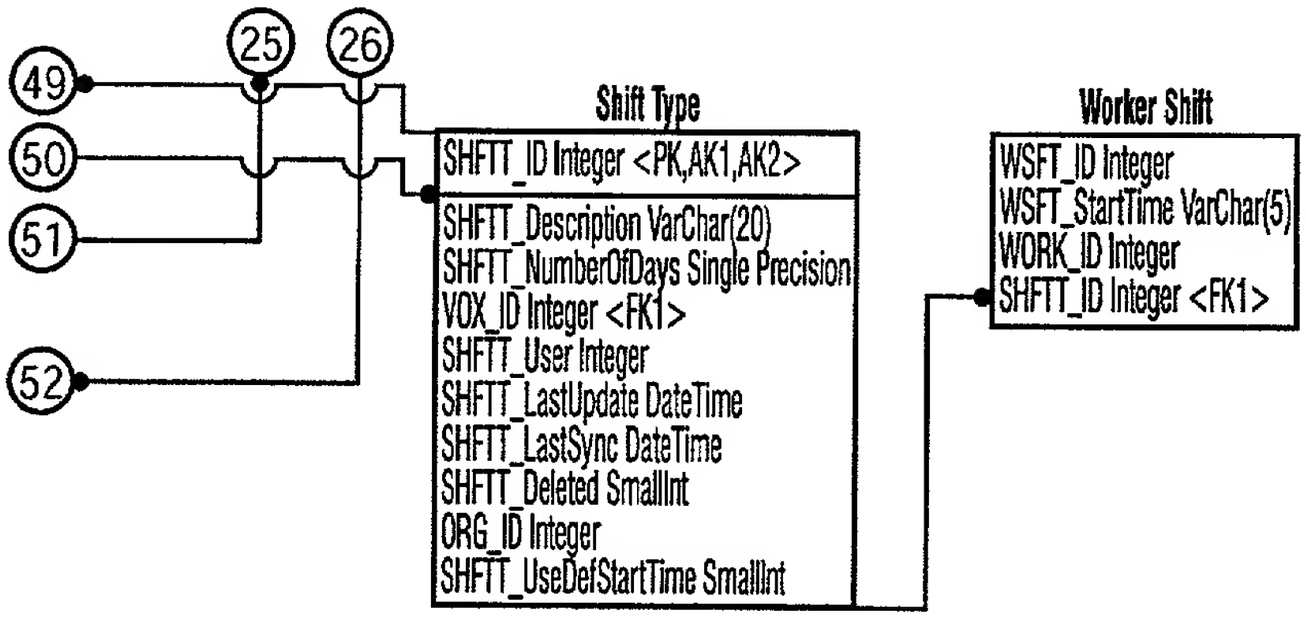
25
26
49
50
51
52
Shift Type
SHFTT_ID Integer <PK,AK1,AK2>
SHFTT_Description VarChar(20)
SHFTT_NumberOfDays Single Precision
VOX_ID Integer <FK1>
SHFTT_User Integer
SHFTT_LastUpdate DateTime
SHFTT_LastSync DateTime
SHFTT_Deleted SmallInt
ORG_ID Integer
SHFTT_UseDefStartTime SmallInt
Worker Shift
WSFT_ID Integer
WSFT_StartTime VarChar(5)
WORK_ID Integer
SHFTT_ID Integer <FK1>
Worker Type
WKT_ID Integer <PK,AK1,AK2>
WKT_Description VarChar(5)
WKT_User Integer
WKT_LastUpdate DateTime
WKT_LastSync DateTime
WKT_Deleted SmallInt
ORG_ID Integer
53
Worker Profile
WPRO_ID Integer <PK,AK1,AK2>
WPRO_PIN Char(5)
WPRO_PinRequired SmallInt
WPRO_NeedsFulfillment SmallInt
WPRO_Title VarChar(30)
WPRO_ReportLocation VarChar(20)
WPRO_Phone Char(10)
WPRO_Email VarChar(80)
WPRO_Active SmallInt
WKT_ID Integer <FK1>
WPRO_User Integer
WPRO_LastUpdate DateTime
WPRO_LastSync DateTime
WPRO_Deleted SmallInt
ORG_ID Integer
410

FIG 14 (9 of 10)

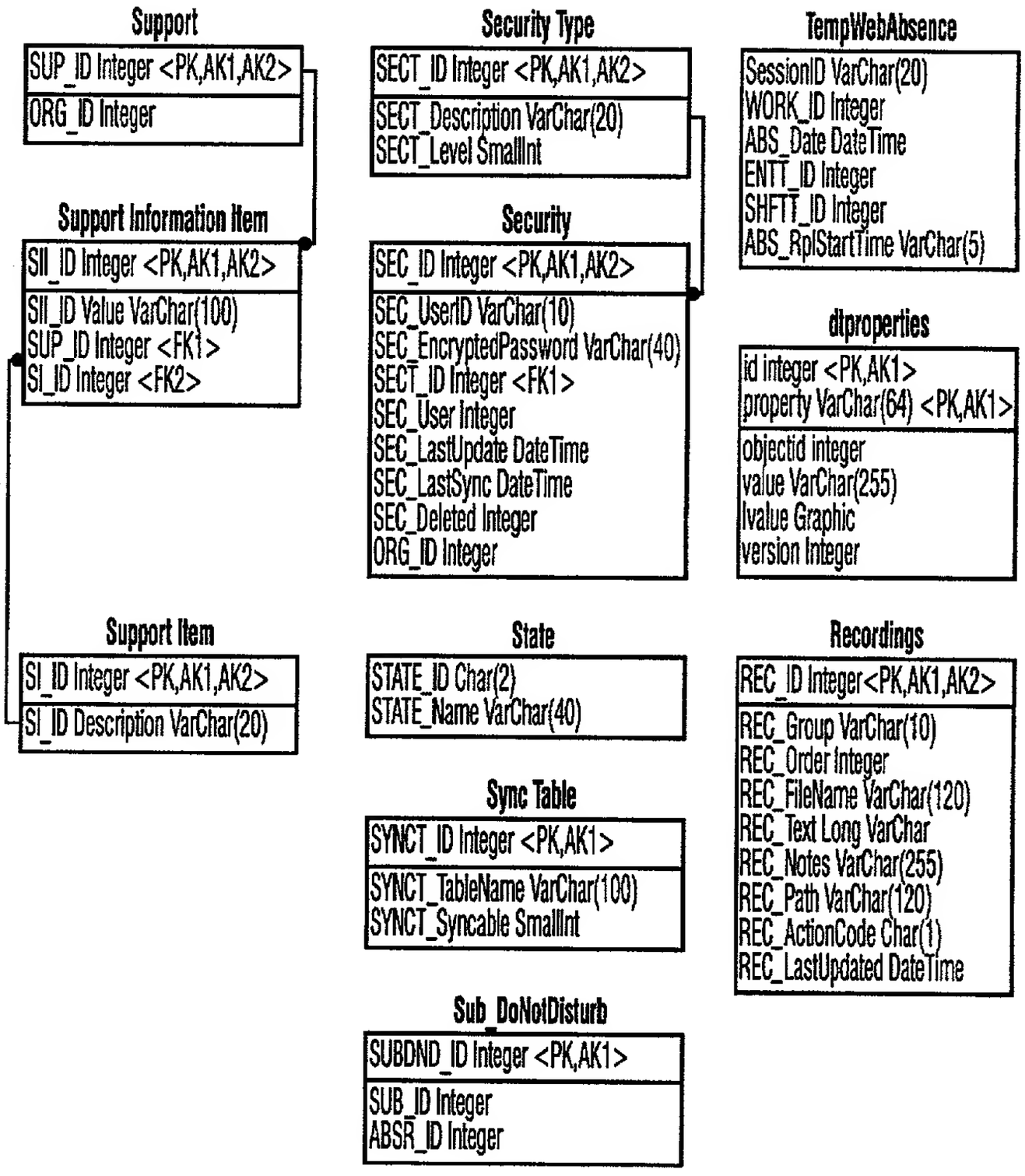

FIG 14 (10 of 10)